

WebEx Support Center Release Notes and FAQs

Version: WBS29.1

Date: October 23, 2013

Contents

- [Support Center Release Notes](#)
- [Remote Support Release Notes](#)
- [Remote Support FAQs](#)
- [Remote Access Release Notes](#)
- [Remote Access FAQs](#)
- [WebACD Release Notes](#)
- [WebACD FAQs](#)
- [System Management Release Notes](#)
- [System Management FAQs](#)
- [Cross-platform Features and Known Issues](#)
- [Audio Broadcast Release Notes](#)
- [WebEx Audio Release Notes](#)
- [Integrated VoIP Audio FAQs](#)
- [Video Release Notes](#)
- [Recording and Playback FAQs](#)
- [My WebEx Release Notes](#)
- [UCF Toolkit FAQs](#)
- [Productivity Tools Release Notes](#)
- [Productivity Tools FAQs](#)
- [Site Administration Release Notes](#)
- [Global Site Backup Release Notes](#)
- [Global Site Backup FAQs](#)

Support Center Release Notes

Version: WBS29.1

Date: October 23, 2013

WebEx Support Center provides a variety of tools that you can use to provide remote support to customers.

Note: Support Center no longer supports Windows Me and NT. For more information about the operating systems and browsers that you can use with Support Center, see [Cross-platform Features and Known Issues](#).

Remote Support

Remotely diagnose problems, transfer files, and resolve issues for customers. Show customers how to use applications or control their computers. Transfer files to and from a

[Release Notes](#)

[FAQs](#)

Support Center Release Notes

customer computers to analyze them or install updates or patches.		
Remote Access Use this optional module outside support sessions to access, diagnose, and work with computers remotely. Troubleshoot and maintain remote equipment even when the customer is not at the computer.	Release Notes	FAQs
WebACD Give your customers anytime, anywhere access to your agents by adding a "click-to-connect" link on your web site, desktop, product, or email signature. You can even customize the request form to collect information you need and make it look like your Website. Use the WebACD Inbox and Monitor to manage customer requests and CSRs.	Release Notes	FAQs
System Management This optional module is a Web-based console that you can use to remotely manage network assets such as computers, servers, printers, and routers. Distribute software packages and patches, view asset details, send messages to assets, manage software licenses, and generate reports about asset information and status.	Release Notes	FAQs

Last updated July 9, 2013

Remote Support Release Notes

Version: WBS29.1

Date: October 23, 2013

These release notes describe the Remote Support features and what's new in this release. See these items:

- [What's New in WBS28.12.1](#)
- [Known Issues/Limitations](#)

For additional information, see the Remote Support user guide in the Documentation section of the Support page on your Support Center service site and the [Remote Support FAQs](#).

What's New in WBS28.12.1

Microsoft Office 2013 Support

Microsoft Office 2013 support for File Sharing in WebEx meetings is available starting with this release.

If you have Office 2013 installed on your computer and want to share an Office 2013 file in a WebEx meeting, the following core features for Microsoft PowerPoint file sharing with Office 2013 are supported:

- Preload multiple documents prior to the meeting
- Toggle sharing between several open documents
- Annotate shared slides
- Move between pages

The following functionality is not supported for Office 2013 PowerPoint files:

- Animations and transitions
- Embedded video or audio files
- PowerPoint notes in a dedicated panel
- UCF Toolkit

If you want to share PowerPoint presentations that contain animations, transitions, or embedded video, we recommend that you use the desktop sharing or application sharing features instead of the file sharing feature when using Office 2013.

In addition, customers who use Custom Info Tabs and who have PowerPoint 2013 installed should validate their customized tabs because some elements may not be supported. Contact your CSM or Tech Support if you require verification or change assistance for Custom Info Tabs.

Office 2013 support for sharing Word and Excel documents is also included in this

	release. There are limitations for Windows 8 and we recommend that you use the desktop sharing or application sharing features instead of the file sharing feature to share file types that are not supported. For more information, see Known Issues/Limitations .
Contextual switching for chat	Starting in WBS28.9, WebEx Remote Support site administrators can turn on a new option, Allow chat contextual switching for Remote Support chat sessions with only two participants. When this option is turned on, the Send to label changes from All Participants to the name of the other participant in session. Any chat messages sent will be preceded with "From <participant name1> to <participant name2>" instead of "From <participant name1> to all participants"; for example, "From Jim Smith to John Turner" will appear instead of "From Jim Smith to all participants." This option is turned off by default.

Known Issues/Limitations

Microsoft Office 2013 Support	<ul style="list-style-type: none"> • If you have Microsoft Office 2013 installed, the following features are not supported when sharing PowerPoint 2013 files: <ul style="list-style-type: none"> ○ Animations and transitions ○ Embedded video or audio files ○ PowerPoint notes in a dedicated panel ○ UCF Toolkit • If you have customized your Info Tab, some custom elements may not be supported. We recommend that you validate it to make sure it continues to display properly in a WebEx meeting. • In a few cases, the following problems may occur: <ul style="list-style-type: none"> ○ Text and fill colors may be slightly different from the actual colors in a slide. ○ Some graphic elements may be missing from a slide. ○ Fonts may appear blurry on a slide or may be different from the original. ○ The size of shapes may be different from the original. • If an object in a PowerPoint presentation does not display correctly in edit mode, it is automatically removed in Slide Show view; however, the object may continue to display when the file is shared in a WebEx meeting. • You cannot share password-protected PowerPoint 2013 files using the file sharing feature. Use the application sharing or desktop sharing features instead. • You cannot share Excel 2013 files on Windows 8 using the file sharing feature. Use the application sharing or desktop sharing features instead. • You cannot share Word 2013 (64-bit) documents on Windows 8 (64-bit) using the file sharing feature. Use the application sharing or desktop sharing features instead.
Operating system support	<p>To run Remote Support:</p> <ul style="list-style-type: none"> • For Customer Support Representatives (CSRs) using Linux, Solaris, or Macintosh, some product features may not be supported. For more information, please refer to Support Center section in Cross-platform Features and Known Issues. • Customers can use Linux, Solaris, or Macintosh, but they will not be able to connect to a remote session from behind a Microsoft ISA proxy server with user authentication enabled. This is a known Java issue document by Sun at http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=4636657.

	For more information about the computers, operating systems, and browsers supported by Remote Support, see Cross-platform Features and Known Issues .
Crashing while logged in to customer computers	If you log in to a customer computer as a different user and the Remote Support browser crashes, you will remain logged in on customer's computer. When this happens, ask your customer to log off and then log back in again.
Applications show while recording session	When you record a Remote Support session while showing an application to a customer, all other browser windows that are open on you computer will be visible to your customer.
Disk space during file transfers	During file transfers, if the receiving party runs out of disk space, the session will end.
Moving file transfer window during desktop sharing	If you start a file transfer while sharing desktops, you cannot move the transfer window.
Disable system information	Site administrators cannot disable the System Information feature in custom session types.
Lotus Notes email invitation limitation	If you use the Lotus Notes email application, the "send email invitation using local mail client" feature may not work. This happens because Lotus Notes limits the size of email messages that you initiate from Web pages. To resolve this, change your invitation email template to reduce the message size.
Basic file transfer doesn't show up on event log	Files transferred using the basic file transfer method do not show in the event log.
Joining an inbound support session on slow network connection	When client download method is set to TFS (Temporary Folder Solution) for the site, and a customer attempts to join an inbound support session using a slow network connection, a customer may receive the error message "Join Conference confirmation failed" after the customer fills out the entry form and clicks Submit .
Scrolling while using Remote Support web chat	When using the Remote Support web chat, after the scrollbars have appeared, quickly scrolling up and down may cause the chat window to flash in quick succession.

Last updated July 9, 2013

Remote Support FAQs

Version: WBS29.1

Date: October 23, 2013

This page contains answers to the most frequently-asked questions about Remote Support. For information about:

- New Remote Support features, see the [Remote Support Release Notes](#)
- Managing customer queues and CSR activities, see the [WebACD Release Notes](#)

Getting started

Q: [What do I need to start or attend Remote Support sessions?](#)

Q: [Can I use Remote Support if I do not have Windows administrator privileges?](#)

Q: [Which video cameras do you recommend?](#)

Hosting and Joining Remote Support Sessions

Q: [How can I invite customers to attend Remote Support sessions?](#)

Q: [Can I start WebEx Remote Support sessions directly from my ticket management console?](#) Q: [What hot keys can my customer use during sessions?](#)

Q: [Can I automatically end inactive Remote Support sessions?](#)

Sharing Applications and Desktops

Q: [What types of files and applications can I view or control in Remote Support sessions?](#)

Q: [Do I need to have the application that I want to view or control on my computer?](#)

Q: [What happens if my customer's screen uses a different resolution than mine?](#)

Q: [Why do I sometimes see a yellow cross-hatched pattern when viewing a customer's application?](#)

Other Questions

Q: [How can I improve the performance of my Remote Support sessions?](#)

Q: [How can I test performance?](#)

Q: [What's the best way to ensure auditing compliance?](#)

Q: [What's the best way to gather diagnostic system information from customer computers?](#)

Q: [Why can't I bookmark certain pages on my WebEx site?](#)

Q: [Can I set email notifications to show the session time in the attendee's time zone?](#)

Q: [Where can I find the global call-in numbers?](#)

Q: [Can users change their language, time zone, and locale settings?](#)

Q: [Can I access the WebEx community from my WebEx service Web site?](#)

Getting Started

Q: What do I need to start or attend Remote Support sessions?

A: To use Remote Support you will need a user account; if you do not have one, ask your site administrator to set one up for you. Then download Remote Support from the Support page of your Support Center service site.

For a detailed list of the computers, operating systems, and browsers that work with WebEx Remote

Support, see [Cross-platform Features and Known Issues](#).

Note: To start or attend fully interactive Remote Support sessions on Asian versions of WebEx Remote Support (Japanese, Korean, Traditional Chinese, and Simplified Chinese), you will also need a localized version of Windows.

Q: Can I use Remote Support if I do not have Windows administrator privileges?

A: Yes.

Q: Which video cameras do you recommend?

A: You can use any video camera or webcam that connects to the USB or parallel port on your computer. WebEx has tested the following video cameras for Windows and found them to be compatible:

- 3Com Home Connect
- Creative Lab PD0040
- Creative webcam plus
- D-Link WebCam
- Epson type SW
- EZonics EZCam USB
- IBM PC Camera (Black)
- IBM PC Camera Pro (White)
- iBOT FireWire Desktop
- Intel PC Camera Pro
- Logitech QuickCam Home (USB)
- Logitech QuickCam VC (Parallel)
- Omega CD370 Camera
- Video Camera (1394)
- Vista Imaging Vi Cam LPT
- Vista Imaging Vi Cam USB

Hosting and Joining Remote Support Sessions

Q: How can I invite customers to attend Remote Support sessions?

A: You can invite customers:

- From your CSR console
- From the Remote Support home page
- By pasting a link for the support session in an IM or email message

If your site administrator has enabled the WebACD component, you can also place a form on your website that customers can use to request assistance. See the [WebACD Release Notes](#) for details.

Q: Can I start WebEx Remote Support sessions directly from my ticket management console?

A: Yes. We offer out-of-the-box solutions, such as the supportforce.com and Remedy helpdesk system integrations, and APIs that you can use to build a custom solutions. Contact your WebEx representative or

go to the WebEx developer's site, <http://developers.webex.com> for information about our APIs.

Q: What hot keys can my customer use during sessions?

A: Hot keys are keyboard shortcuts customers can use to quickly carry out a function. Customers can use the following hot keys:

- Leave session: Ctrl + F10
- Start chat session: Ctrl + F8
- Close the chat window: Ctrl + F3
- End file transfer session: Ctrl + F7
- Close the application or desktop sharing windows: Ctrl + F9
- Bring the chat window to the foreground: Ctrl+Shift+F3

Q: Can I automatically end inactive Remote Support sessions?

A: Yes. WebEx site administrators can set an option on the Site Administration page to automatically end inactive sessions. When a session is inactive for the specified period of time, a warning message appears so that CSRs can choose to continue the session or allow it to automatically end. For more information and detailed instructions, see the WebEx Site Administrator guide on the Support page of your Support Center service site.

Sharing Applications and Desktops

Q: What types of files and applications can I view or control in Remote Support sessions?

A: You can view or control almost any application that runs on your customer's computer.

Q: Do I need to have the application that I want to view or control on my computer?

A: No.

Q: What happens if my customer's screen uses a different resolution than mine?

A: Remote Support can appropriately display your customer's desktop or application even if the resolution on your computer is different. For best results, set your monitor to 800 x 600 pixels.

Q: Why do I sometimes see a yellow cross-hatched pattern when viewing a customer's application?

A: The cross-hatched pattern is the shadow of a window that is covering the application on your customer's screen. Ask your customer to close the window and the pattern will disappear.

Other Questions

Q: How can I improve the performance of my Remote Support sessions?

A: Some of the factors that affect performance include:

- The speed of your computer's Internet connection
- Internet traffic
- Performance of your firewall and proxy servers

Although you may have a high-speed connection to the Internet, there may be congestion or packet loss on the Internet. You usually can't do much about it other than to inform your network administrator or Internet service provider. Congestion is often transient and resolves itself over time. You should, however, report serious or persistent problems.

Q: How can I test performance?

A: Use a route tracing utility, such as Trace Route, to determine where problems exist between your computer and the WebEx servers. The utility sends data from your computer and measures the time it takes for the data to reach the WebEx server. Ideally, data should take between 1-60 ms to reach the server. If it takes between 60-100 ms, your connection is slow. Times longer than 100 ms are unacceptably slow. If you continue to experience poor performance, contact your network administrator.

To run Trace Route on Windows, open a command prompt and then enter "tracert your_site_URL" (where "your_site_URL" is the Web address of your WebEx service site). Make sure that you place a space after "tracert".

Q: What's the best way to ensure auditing compliance?

A: To ensure auditing compliance WebEx site administrators can:

- Place disclaimer text on your Remote Support pre-session form
- Enable the option in the WebEx Site Administrator to automatically record all Remote Support sessions
- Review the Remote Support event log to see CSR actions during support sessions

Q: What's the best way to gather diagnostic system information from customer computers?

A: From the CSR console, select the option to collect customer system information. You can then save the information and upload it to your ticket management system. This way, system information gathered by first level CSRs is automatically available to second and third level CSRs.

Q. Why can't I bookmark certain pages on my WebEx site?

A. Your Support Center service Web site dynamically generates many of its pages so you cannot bookmark them. You can, however, bookmark the following pages on your WebEx service site:

URL	Description
<code><sitename>.webex.com</code>	The home page for your WebEx service site.
<code><sitename>.webex.com/meet/ <username></code>	Your Personal Meeting Room page, which shows online sessions that you scheduled and any in-progress sessions that you are currently hosting. You can provide this URL to a user in an email, and you can print it on your business cards. Users who view this page can join any meeting that

you are hosting or download your shared files and folders.

In the My WebEx > My Profile page, you can specify options for your Personal Meeting Room page, such as including a welcome message, graphics, and links to files and folders that you want to share.

Q. Can I set email notifications to show the session time in the attendee's time zone?

A. Yes. For better ease-of-use for global attendees, you can invite attendees in their own language and time zone. The invitation will display the session time in the attendee's time zone, and the session link in the invitation will display session information in the attendee's language and will allow the attendee to join the session in their own language. This option is available only when scheduling on Web pages.

The host's settings for language and time zone are used by default. When inviting an attendee from an address book, stored settings for language and time zone are used. Any attendee's language and time zone can be overridden by the host when inviting the attendee.

Q. Where can I find the global call-in numbers?

A. If your site has WebEx audio turned on, and if your site also has the Global Call-in Numbers option turned on, you can view or display the global call-in numbers in two ways:

- In My WebEx, click My Audio. Under Personal Conference Number, click the Show all global call-in numbers link.
- When you are scheduling a meeting, under Audio Conference Settings, turn on the Display global call-in numbers option. This option will provide a link to the list of numbers—such as toll-free or local numbers—that attendees in other countries can call to join the audio conference.

For information about global toll-free calling restrictions, go to http://www.webex.com/pdf/tollfree_restrictions.pdf.

Q. Can users change their language, time zone, and locale settings?

A. Yes. Calendar pages, session information pages, Join pages, and email invitations now display links that allow users to easily change their language, time zone, and locale settings.

Q. Can I access the WebEx community from my WebEx service Web site?

A. Yes. The **Community** button appears on the horizontal navigation bar, allowing both hosts and attendees to access the WebEx Community in a new browser window.



Last updated November 18, 2011

Remote Access Release Notes

Version: WBS29.1

Date: October 23, 2013

These release notes describe the Remote Access features and what's new in this release.

See these topics:

- [What's New in Feature Release 17](#)
- [Known Issues/Limitations](#)

For additional information, see the Remote Access user guide in the Documentation section of your Support Center Support page and the [Remote Access FAQs](#).

What's New in Feature Release 17

Changing a forgotten password	Users can now get more help changing a forgotten password. New site administration options allow administrators to specify that the user who clicks the Forgot your password link should receive an email with a link to change the password, or, for SSO sites, that an email requesting help would be sent to an administrator. The email address and content are configurable within site administration.
Disclaimer notices about network-based recording	Disclaimer notices about network-based recording have been updated for host meeting notices and attendee invitations.

Known Issues/Limitations

Known Issues/Limitations This section contains known issues that only affect Sales Center. For more information about the browsers, operating systems, supported by WebEx, and known issues that effect other WebEx services, see Cross-platform Features and Known Issues.

Remote Access site upgraded but not agents on desktops	After a Remote Access site has been upgraded but associated agents on desktops haven't, two menu items, Make Screen Blank and Send CNTRL-ALT-DEL are disabled for the agents that haven't been upgraded.
--	--

Last updated July 23, 2010

Remote Access FAQs

Version: WBS29.1

Date: October 23, 2013

This page contains answers to the most frequently-asked questions about Remote Support. For information about:

- Detailed instructions for using Remote Access, see the user guide on the Support page of your Support Center service site
 - New Remote Access features, see the [Remote Access Release Notes](#)
 - Managing customer queues and CSR activities, see the [WebACD Release Notes](#)
-

Getting Started

Q. [What do I need to use WebEx Remote Access?](#)

Q. [Do I have to be an administrator to install the Remote Access agent on a remote computer?](#)

Q. [What's the most efficient way to install Remote Access on hundreds of computers?](#)

Q. [What's the best way to add computers to my WebEx Remote Access network?](#)

Connecting to and Working With Remote Computers

Q. [How do I access a remote computer?](#)

Q. [Do I need to have the application on my computer that I want to access?](#)

Security

Q. [Can I prevent someone who is standing by a remote computer from seeing my actions on the computer's monitor?](#)

Q. [Can I prevent somebody from using a remote computer while I am working on it?](#)

Q. [When a Remote Access session ends, can I automatically lock the remote computer to prevent unauthorized access?](#)

Q. [Can I automatically end inactive sessions?](#)

Q. [Can I receive notification whenever a computer is accessed by remote user?](#)

Q. [Can I change the access code or phone authentication rules on the remote computer?](#)

Q. [Can I limit access to my Remote Access network computers to a specific range of IP address in my subnet?](#)

Q. [When I access a remote computer, can I change session options on the remote computer?](#)

Other questions

Q. [What affects the performance of my remote access sessions?](#)

Q. [How can I test performance?](#)

Q. [Can users change their language, time zone, and locale settings?](#)

Q. [Can I access the WebEx community from my WebEx service Web site?](#)

Getting Started

Q. What do I need to use WebEx Remote Access?

A. You will need to download the Support Manager client from the Downloads section of your Support page.

For a detailed list of the computers, operating systems, and browsers that work with Remote Access, see [Cross-platform Features and Known Issues](#).

Q. Do I have to be an administrator to install the Remote Access agent on a remote computer?

A. Yes.

Q. What's the most efficient way to install Remote Access on hundreds of computers?

A. The most efficient way is to use a silent installer and an IT software distribution package such WebEx System Management. For more information about System Management, see the [System Management Release Notes](#).

Q. What's the best way to add computers to my WebEx Remote Access network?

A. You can:

- Create groups and sub-groups of computers and then add all computers in the group instead of adding computers individually. For detailed instructions, see the WebEx Site Administration Guide on the Support page of your Support Center service site.
- Use a use a silent installer with an IT software distribution package such WebEx System Management. For more information about System Management, see the [System Management Release Notes](#).

Connecting to and Working With Remote Computers

Q. How do I access a remote computer?

A. First install the WebEx Remote Access agent on the remote computer; the remote computer automatically becomes part of your Remote Access remote network. For detailed instructions, see the Remote Access guide on the Support page of your Support Center service site.

Q. Do I need to have the application on my computer that I want to access?

A. No.

Security

Q. Can I prevent someone who is standing by a remote computer from seeing my actions on the computer's monitor?

A. Yes. Just enable the "Blank out this computers screen when in session" option to prevent your actions from showing on the remote computer's monitor. You can also select an option to disable the remote computer's keyboard and mouse.

Q. Can I prevent somebody from using a remote computer while I am working on it?

A. Yes. Select the "Block this computer" option to prevent others from using the computer.

Q. When a Remote Access session ends, can I automatically lock the remote computer to prevent unauthorized access?

A. Yes. Just select the "Lock this computer at end of session" option.

Q. Can I automatically end inactive sessions?

A. Yes. You can also specify time after which a session is considered to be inactive.

Q. Can I receive notification whenever a computer is accessed by remote user?

A. Yes. An event log that shows everything that happened during the remote session is emailed to you after the computer is remotely accessed. The log can also be sent to one or more email addresses that you specify.

Q. Can I change the access code or phone authentication rules on the remote computer?

A. Yes. Site administrators can change codes and rules on remote computers.

Q. Can I limit access to my Remote Access network computers to a specific range of IP address in my subnet?

A. Yes. Site administrators can specify a range of valid IP addresses. For detailed instructions, see the Site Administrator guide on the Support page of your Support Center service site.

Q. When I access a remote computer, can I change session options on the remote computer?

A. Yes. You can change them if your site administrator enables the option to allow session option changes for certain computers or CSRs.

Other Questions

Q. What affects the performance of my remote access sessions?

A. Some of the factors that affect performance include:

- The speed of your computer's Internet connection
- Your Internet service provider
- Internet traffic
- Performance of firewall and proxy servers, if your computer is behind a company firewall

Although you may have a high-speed connection, there may be congestion or packet loss on the Internet. You usually can't do much about it other than inform your network administrator or Internet service provider. Problems are often transient and resolve themselves over time.

Q. How can I test performance?

A. Use a route tracing utility, such as Trace Route, to determine where problems are exist between your

computer and the WebEx servers. These utilities send data from your computer and measures the time it takes to for the packets to reach the WebEx server. Ideally, packets should take between 1-60 ms to reach the server. If they take between 60-100 ms, your connection is slow; times longer than 100 ms are unacceptably slow. If you continue to experience poor performance, contact your network administrator.

To run Trace Route on Windows, open a command prompt and then enter "tracert your_site_URL" (where "your_site_URL" is the address of your WebEx service site). Make sure that you place a space after "tracert".

Q. Can users change their language, time zone, and locale settings?

A. Yes. Calendar pages, session information pages, Join pages, and email invitations now display links that allow users to easily change their language, time zone, and locale settings.

Q. Can I access the WebEx community from my WebEx service Web site?

A. Yes. The **Community** button appears on the horizontal navigation bar, allowing both hosts and attendees to access the WebEx Community in a new browser window.



Last updated February 20, 2009

WebACD Release Notes

Version: WBS29.1

Date: October 23, 2013

These release notes describe the WebACD Inbox and Monitor features and what's new in this release.

For detailed information and instructions see the WebACD user guides on the Support page of your Support Center service site. You can also find more information in [WebACD FAQs](#).

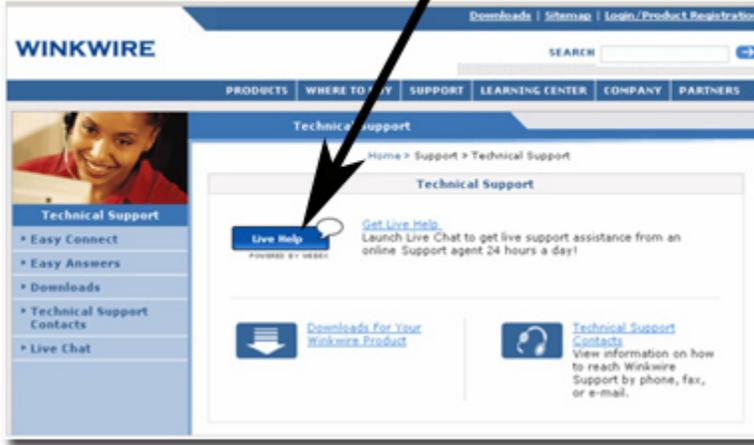
Features

The WebACD Inbox

Auto-start	To start working quickly and easily, you can configure WebACD to automatically start when you start your computer.
Hide queues	To help you focus on the right queues, the WebACD Inbox can hide empty customer queues.
Unavailable status	If you are idle for a specified period of time, WebACD Inbox can automatically change your status to "unavailable".
Auto alerts	WebACD can blink your window, bring it to the foreground, or play a sound when a customer joins your queue.
Customized queue views	You can set up your WebACD Inbox to check traffic in other queues and to display certain customer details and the queues you want to monitor.
Automatically accept requests	You can configure your Inbox to automatically accept the next request. WebACD detects that you are available and displays a message to let you know that a customer is waiting in one of your queues. This way you don't need to check your queue; your new session starts automatically.
Invite other CSRs to sessions	If you need assistance from other agents, you can invite all agents assigned to a queue or select agents to join your session. During the session you can chat privately with them and transfer the session to the other agent if necessary.
Customers can request assistance from your Web site	You can place a help link or button on your website. For details, see the Site Administrator guide on the Support page of your Support Center service site.

The WebACD Inbox

Customers can click a link on your site to submit a request for support



The WebACD Monitor

Track customer requests

Check traffic in the queues that you monitor and see the number of agents assigned to each queue and the status of each agent. You can also view details about customers being helped.

Flexible case assignment

WebEx site administrators can assign a pool of agents to handle requests for specific features.

Last updated September 19, 2008

WebACD FAQs

Version: WBS29.1

Date: October 23, 2013

This page contains answers to the most frequently-asked questions about WebACD.

For detailed instructions for using WebACD, see the WebACD Inbox and Monitor user guides on the Support page of your Support Center service site. For a general description, see the [WebACD Release Notes](#).

Getting Started

Q: [What do I need to use WebACD?](#)

Q: [How can I download and install WebACD on my computer?](#)

Managing Customer Session and Interactions

Q: [Can I allow customers to request support from my website?](#)

Q: [Can I track customer requests that come in after business hours and then respond to them during business hours?](#)

Q: [Can I invite a manager or another CSR to a remote support session with my customer?](#)

Q: [Can I send my customers an email that contains a link to my personal queue?](#)

Managing the Queue

Q: [Is it possible to route customer requests for specific products to specific CSRs?](#)

Q: [Can I specify the WebACD queue hours of operation?](#)

Q: [Can CSRs decide which customer requests they want to handle?](#)

Q: [If there is sudden increase in requests, can I shut the queue down and display a message to customers?](#)

Q: [Can I have WebACD notify me when customers are assigned to me?](#)

Managing CSRs

Q: [As a support manager, can I monitor CSR support sessions?](#)

Q: [Can I ensure that requests are uniformly distributed among CSRs?](#)

General Questions

Q: [Can I conduct simultaneous support sessions?](#)

Q: [Can I make the WebACD console resemble my Website?](#)

Q: [Can WebACD help me ensure Service Level Agreement \(SLA\) compliance?](#)

Q: [Can I be notified if SLA is breached?](#)

Q: [Can I generate reports that show CSR performance and SLA compliance?](#)

Q: [Can I stop WebACD from automatically starting when I start my computer?](#)

Q: [When I am not at my computer, is it possible to automatically change my status to unavailable?](#)

Q: [What's the best way to gather diagnostic system information from customer computers?](#)

Getting Started

Q: What do I need to use WebACD?

A. You will need a computer with Windows and a user account (see your Support Center site administrator for assistance). Then download and install WebACD from the Support page of your Support Center service site. There are two WebACD components, the WebACD Inbox and WebACD Monitor; your site administrator can tell you which components to install.

Q: How can I download and install WebACD on my computer?

A. To download and install WebACD:

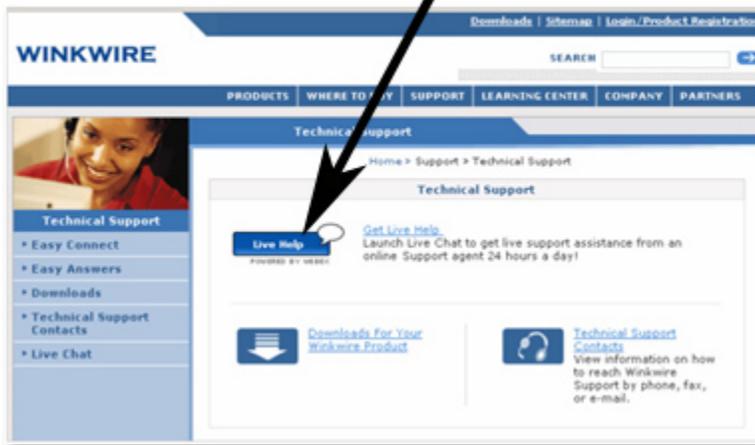
1. Go to your WebEx Support Center Web site.
2. On the left navigation bar, under **Assistance**, click **Support**.
3. On the Support page, scroll down to the Downloads section.
4. Select the WebACD component you want to install; choose from **WebACD Inbox** and **WebACD Monitor**.
5. Follow the installation instructions.

Managing Customer Session and Interactions

Q: Can I allow customers to request support from my website?

A. Yes. You can place a help link or button on your website. For details, see the Site Administrator guide on the Support page of your Support Center service site.

Customers can click a link on your site to submit a request for support



Q: Can I track customer requests that come in after business hours and then respond to them during business hours?

A. Yes. Just specify your business hours, then customers who submit requests during non-business hours will be asked to leave a message. The information the customer puts on the "Leave a Message" form is sent to the queue so that it can be handled during business hours.

Q: Can I invite a manager or another CSR to a remote support session with my customer?

A. Yes. For details, see the WebACD Inbox Guide, available on the Support page or your Support Center service site.

Q: Can I send my customers an email that contains a link to my personal queue?

A. Yes. Just click **Copy Personal Queue URL** on your console's **Inbox** menu and then add it to the email signature section of your email template or message. Customers can then click the link in the email message to automatically go to your personal queue.

Managing the Queue

Q: Is it possible to route customer requests for specific products to specific CSRs?

A. Yes. WebACD provides skill-based routing to CSRs. For details, see the Site Administrator guide on the Support page of your Support Center service site.

Q: Can I specify the WebACD queue hours of operation?

A. Yes. For details, see the Site Administrator guide on the Support page of your Support Center service site.

Q: Can CSRs decide which customer requests they want to handle?

A. Yes. When you create queues, just select the "Allow users to choose specific customers in the queue" option.

Q: If there is sudden increase in requests, can I shut the queue down and display a message to customers?

A. Yes. You can specify the maximum number of customer requests that the queue can hold. When that number is exceeded, the queue is automatically shut down and customers are asked to leave a message. The default number of requests allowed in the queue is "200".

Q: Can I have WebACD notify me when customers are assigned to me?

A. Yes. WebACD can play a sound, blink the window, or bring the window to the foreground to alert you to new requests.

Managing CSRs

Q: As a support manager, can I monitor CSR support sessions?

A. Yes. The WebACD Monitor allows you to monitor all queues and CSRs in real time.

Q: Can I ensure that requests are uniformly distributed among CSRs?

A. WebACD can distribute requests in the following ways:

1. Everybody mode: WebACD routes requests to any available CSR.
2. Most Idle mode: WebACD identifies qualified CSRs and then assigns the request to the CSR who has been idle the longest.
3. Round Robin mode: WebACD identifies qualified CSRs and then distributes requests amongst those CSRs in a round robin fashion.

General Questions

Q: Can I conduct simultaneous support sessions?

A. Yes.

Q: Can I make the WebACD console resemble my Website?

A. Yes. You can add a logo and select colors for the customer console. For details, see the branding section of your WebEx Site Administrator guide on the Support page of your Support Center service site.

Q: Can WebACD help me ensure Service Level Agreement (SLA) compliance?

A. To ensure that customers are serviced quickly, WebACD provides:

- Request routing and distribution rules (Most Idle, Round Robin, etc.) to make sure that customer requests are handled within a specified period of time.
- A threshold that you can set to automatically escalate unanswered requests to a manager.

Q: Can I be notified if SLA is breached?

A. Yes. As you create queues, specify the email addresses of managers to notify when SLA is breached.

Q: Can I generate reports that show CSR performance and SLA compliance?

A. Yes. When you generate reports, just enter "Wait time" as the search string. You can also run Call Volume reports to analyze the wait time pattern for customer requests.

Q: Can I stop WebACD from automatically starting when I start my computer?

A. Yes.

Q: When I am not at my computer, is it possible to automatically change my status to unavailable?

A. Yes. You can set your WebACD Inbox preferences to specify the period of time after which you are considered to be unavailable.

Q: What's the best way to gather diagnostic system information from customer computers?

A. You can gather customer diagnostic information by clicking System Information on your CSR console.

You can save the information and upload it to your ticket management system.

System Management Release Notes

Version: WBS28.4

Date: February 20, 2009

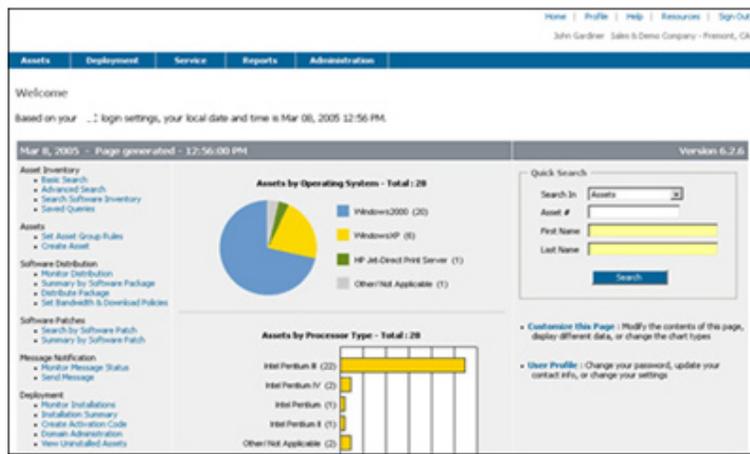
These release notes describe the WebEx System Management features and what's new in this release.

For detailed information about System Management, see the user guide on the Support page of your Support Center service site and the [System Management FAQs](#).

Features

Remote access maintenance and management

See a consolidated view of network assets and helps you upgrade one or all assets. If an asset is not connected to the internet, the update will occur as soon as the asset connects to the Internet.



Data backup

Use the Backup Management module to perform automated, secure, off-site backup of business data that is distributed across your enterprise's desktops and laptops. You set the retention policy to determine which data and frequency with which it is backed up. WebEx Backup Management works fast even over the slowest network connection to ensure that your data is constantly protected. With 128-bit AES encrypted transmissions, your data is kept secure.

Virus protection

Use the Virus Protection module to deliver virus protection to network assets and reduce the cost and complexity of managing an enterprise virus protection program. Even if you already have virus protection software, you can use WebEx Virus protection to distribute it.

Centralized policy

With WebEx Patch Management, you can update policies from a centralized location using our browser-based interface. Easily integrate your existing SUS/WSUS servers to leverage our reporting and administration capabilities.

management	
Optimize large distributions	Manage bandwidth consumption during large distributions with System Management bandwidth policies and download rules. You can set the maximum number of concurrent downloads and schedule distributions to occur during periods of low network usage.
Pay-per-use	System Management is a hosted Web-based application that allows you to pay only for the usage and the functionality you need.
No VPN required	Remote users and assets do not need VPN access for WebEx System Management to work. As long as an asset is connected to the Internet, you can use WebEx System Management to manage it.
Failure recovery	If a lost connection or other problem prevents a download from succeeding, WebEx System Management Software Distribution uses Checkpoint Restart to ensure that the download starts where it ended.
Search	System Management allows you to search your inventory for specific hardware, software, and users by location or office.
Reports	Generate graphical and text-based reports that show a variety of crucial metrics for specific assets, offices, or companies. Run reports in real time or schedule them to run at any time. You can also automatically distribute report data by email.
Data export	Use Integration Web Service (IWS), a WebEx System Management utility, to export asset data and then download it into a Microsoft Access or SQL Server database.

Last updated February 20, 2009

System Management FAQs

Version: WBS29.1

Date: October 23, 2013

This page contains answers to the most frequently-asked questions about System Management.

For detailed instructions, see the System Management user guide on the Support page of your Support Center service site. For a general description, see the [System Management Release Notes](#).

Getting Started

- Q: [What do I need to use WebEx System Management?](#)
- Q: [What are my options for deploying System Management on remote computers?](#)
- Q: [Do my users need to have administrator rights to install System Management?](#)
- Q: [Does WebEx System Management work with firewalls?](#)

Managing Assets

- Q: [How does WebEx System Management help me manage remote computers?](#)
- Q: [Can I run asset reports?](#)
- Q: [Can I associate individual assets with employees?](#)

Distributing Software

- Q: [How does System Management help me distribute software?](#)
- Q: [Can I distribute software to remote employees?](#)
- Q: [What is the best way to deploy large packages?](#)

Distributing Patches

- Q: [How does WebEx Patch Management help me deploy patches?](#)
- Q: [How will I know when a new patch is available for deployment?](#)
- Q: [Are all computers compatible with Patch Management?](#)
- Q: [Can I use more than one SUS server?](#)
- Q: [Can I prevent certain assets from receiving patches?](#)
- Q: [Do I need to reboot remote computers after each patch is installed?](#)
- Q: [Can I distribute software that requires pre- and post-installation scripts?](#)
- Q: [If the connection is lost during a distribution, do I have to start the download again from beginning?](#)
- Q: [Can I distribute software packages to employees do not have administrator rights on their computers?](#)

Backing Up

- Q: [How does WebEx Back Up Management help me back up remote computers?](#)
- Q: [What do I need to use Back Up Management?](#)
- Q: [Are the backups secure?](#)
- Q: [How long does the backup process take?](#)
- Q: [How often can I perform backups?](#)
- Q: [When assets are moved, added, and changed, does the backup data remain with the equipment or the user?](#)
- Q: [What is the file retention policy?](#)
- Q: [Can I access backed up files over the Internet?](#)

Using Virus Protection

Q: How does WebEx Virus Protection help me protect assets?

Q: How can I deploy Virus Protection in my organization?

Q: Can I use Virus Protection to immediately fix infected computers?

Security

Q: How secure is the WebEx System Management agent?

Q: Do System Management reports comply with the BSA (Business Software Alliance) compliance requirements?

Getting Started

Q: What do I need to use WebEx System Management?

A: Remote assets will need at least 50 MB disk space to install the System Management agent. Site administrators will also need:

- 350 MB disk space for the Enterprise Change Management (ECM) and online backup and anti-virus components
- Domain administrator rights for Windows 2000 and XP systems

Note: WebEx System Management currently does not support non-English operating systems.

Q: What are my options for deploying System Management on remote computers?

A: Choose from the following deployment methods:

- URL link: Receive a link from WebEx by email or IM and use it to install the WebEx System Management agent.
- Log in scripts: Download the installer and then run the script to perform the installation on remote computers.
- Active directory group policy: Use the policy to distribute the installer to remote computers.
- Remote deployment kit: Use a network scan utility to discover the IP addresses of all computers in the subnet and then use RDK to distribute WebEx System Management agents on remote computers. See the System Management Getting Started guide on the Support page of your Support Center service site for more information.

Q: Do my users need to have administrator rights to install System Management?

A: Yes, but if they do not have administrator privileges, you can use System Management's domain impersonation feature to access locked systems so that you can install software on them.

Q: Does WebEx System Management work with firewalls?

A: Yes. As long as assets can connect to the Internet and outbound communication ports 80 and 443 are enabled, you can use WebEx System Management to manage them.

Managing Assets

Q: How does WebEx System Management help me manage remote computers?

A: The System Management Asset Management module helps you manage and control hardware and software installations by:

- Providing asset information
- Facilitating major upgrades and rollout planning
- Automating the PC inventory process
- Allowing you see to actual software usage on individual assets

Q: Can I run asset reports?

A: Yes. Use System Management's Integration Web Service (IWS) to download asset data into Microsoft Access or SQL Server databases. You can also have our Professional Services Organization to customize reports for you.

Q: Can I associate individual assets with employees?

A: Yes. Use WebEx System Management to import user contact data and then associate users with specific assets so that you can:

- Initiate move/add/change (MAC) actions from the System Management console
- Provide asset information for user support sessions
- View asset data that is specific to equipment, offices, and locations

Distributing Software

Q: How does System Management help me distribute software?

A: Use System Management to determine if assets need software and patch updates, then perform the upgrade to any or all assets. If an asset is not connected to the internet the update is performed as soon as the asset connects to the Internet.

Q: Can I distribute software to remote employees?

A: Yes. As long as an employee connects to the Internet, that employee will receive software distribution packages. If an employee is traveling or on vacation when you distribute software, they will receive the distribution the next time they connect to the Internet.

Q: What is the best way to deploy large packages?

A: You can:

- Manage bandwidth consumption by setting bandwidth policies and download rules.
- Specify a maximum number of concurrent downloads.
- Schedule distributions to occur during periods of low activity.
- Set up a relay server in your environment and download packages once from WebEx data center to

the relay servers. Then distribute the package from the relay servers to remote assets.

Distributing Patches

Q: How does WebEx Patch Management help me deploy patches?

A: When Microsoft releases a critical patch; WebEx tests the patch and uploads it to your site. To ensure 100% compliance, you can generate patch compliance reports to determine which assets need updates, and then distribute patches from the WebEx site to the assets that need them.

WebEx System Management runs daily and downloads patches according to the update policies you set. System Management downloads only those patches that are approved by your Microsoft Software Update Services (SUS) administrator.

Q: How will I know when a new patch is available for deployment?

A: When a new patch is available, you will receive an email message from WebEx that announces the availability of the patch.

Q: Are all computers compatible with Patch Management?

A: The WebEx System Management agent works on all Windows systems, but the Patch Control features (patch scanning and automatic updates) are only available for Windows 2000, XP, and 2003.

Q: Can I use more than one SUS server?

A: Yes. You can use several SUS servers with WebEx System Management.

Q: Can I prevent certain assets from receiving patches?

A: Yes.

Q: Do I need to reboot remote computers after each patch is installed?

A: No. You can install multiple patches and then reboot the remote computer after the last patch is installed.

Q: Can I distribute software that requires pre- and post-installation scripts?

A: Yes. WebEx can create a special package for you; contact WebEx Profession Services for details.

Q: If the connection is lost during a distribution, do I have to start the download again from beginning?

A: No. When the connection is restored, the process resumes from where it failed.

Q: Can I distribute software packages to employees do not have administrator rights on their computers?

A: Yes. You can distribute software using the system context.

Backing Up Assets

Q: How does WebEx Back Up Management help me back up remote computers?

A: WebEx Backup Management performs an automated, secure, off-site backup of your enterprise's computers. Backup Management works fast even over the slowest network connection to ensure that your data is constantly protected. With 128-bit AES encrypted transmissions, your data is kept secure.

You can choose to backup only critical data files, not the commercial software that you install from disk or CD. This way if a user's system crashes, the data is safe and the user can re-install the software so that essential information is written into the Windows registry. You can also choose to exclude certain types of files, such as MP3 files, to save space and time during backups.

The Backup Management agent is available as a software distribution package from your WebEx System Management console. You can use the WebEx Software Distribution console to push the Backup Management agent to remote computers.

System Management automatically backs up desktop data daily between 12:30 and 1:00 p.m. (local time). Your users can schedule backups at any time or have them run automatically as part of a shut down routine.

Q: What do I need to use Back Up Management?

A: Deploy the WebEx System Management agent on the remote computers and configure your firewalls to allow outbound access on TCP port 16384.

Q: Are the backups secure?

A: Yes. The data is compressed and encrypted using the AES 128-bit encryption and then stored in a secure off-site facility.

Q: How long does the backup process take?

A: The time varies depending on your Internet connection speed and the level of service that you signed up for. Typically, a 100 MB backup takes about 10 to 15 minutes. Each successive backup takes less than six minutes because only incremental changes are compressed, encrypted, and backed up.

Q: How often can I perform backups?

A: You can back up data as often as you'd like; as long as your computer is turned on and connected to the Internet. You can use the WebEx Data Protector™ Backup Wizard to set the date and time of your backups.

Q: When assets are moved, added, and changed, does the backup data remain with the equipment or the user?

A: The data is kept with the user. When a user leaves the company, the data is not kept on the computer, even if a new user will be taking over the former employee's responsibilities.

Q: What is the file retention policy?

A: The default retention policy stipulates that:

- The 10 most recent versions of each file are retained for 90 days
- Deleted files are retained for 90 days

- Files that are removed from backup are still retained for seven days
- Files associated with cancelled accounts are deleted after 30 days

Q: Can I access backed up files over the Internet?

A: Yes. To retrieve files, all you need to know your private encryption key and account number. To get the private key, from the **Security** menu, select **Options**, and then click **View Encryption Key**.

Using Virus Protection

Q: How does WebEx Virus Protection help me protect assets?

A: WebEx Virus Protection provides:

- Anti-virus definition status reports
- Infected computer reports
- Individual asset virus scan logs
- Centralized distribution of anti-virus updates

Note: If you currently use Symantec AntiVirus, you do not need to renew your Symantec license; just use the Symantec software that comes with WebEx Virus Protection.

Q: How can I deploy Virus Protection in my organization?

A: You can use WebEx System Management to deploy virus protection packages and then scan:

- Just once
- Daily at 12 noon
- Daily at 10 p.m.
- Every Wednesday at 12 noon
- Every Wednesday at 10 p.m.

Q: Can I use Virus Protection to immediately fix infected computers?

A: You can push the anti-virus jumpstart package to all infected computers to ensure that each computer has latest data files.

Security

Q: How secure is the WebEx System Management agent?

A: The WebEx System Management agent sends communications every fifteen minutes from the asset to fully-redundant data centers that house a library of software services to enable round-the-clock device management. These outbound communications use SSL encryption on ports 80 and 443 to report information about the asset such as the hardware and software inventory, patch status, virus information, and backup status.

Because agent communication is always outbound and initiated from the client, it provides top-level security and allows you to prevent access from systems outside your corporate network. System Management works in all environments; you do not have to create holes in the firewall that might expose vulnerabilities. See the WebEx System Management security white paper for details.

Q: Do System Management reports comply with the BSA (Business Software Alliance) compliance requirements?

A: Yes. WebEx System Management reports display all the information you need to answer questions related to a software compliance audit, such as what software is installed on each computer.

Last updated February 20, 2009

Cross-platform Features and Known Issues

Version: WBS29.1

Date: October 23, 2013

This document describes available features, known issues, and any limitations you may experience when using WebEx services with a variety operating systems and Web browsers.

Notes:

WebEx will support any Linux distribution as long as it meets the following requirements:

- Kernel: 2.6 or later
- X Lib: X11R6 or later compatible
- C++ Lib: libstdc++ 6
- Desktop Environment: XFce 4.0 or later, KDE, Ximian, Gnome
- GDK/GTK+ version: 2.0 or later
- Glib: 2.0 or later
- Java 1.6

See these topics:

- [Language Support](#)
- [OS and Browser Support](#)
- [Citrix XenDesktop and XenApp Support](#)
- [Cross-platform Features](#)
- [Meeting Center](#)
- [Event Center](#)
- [Support Center](#)
- [Training Center](#)
- [Sales Center](#)
- [Known Issues/Limitations](#)

Language Support

	Meeting Center*	Event Center	Training Center	Support Center	Sales Center
Chinese (Simplified)	Yes	Yes	Yes	Yes	Yes
Chinese (Traditional)	Yes	Yes	Yes	Yes	Yes
Dutch	Yes	Yes	Yes	Yes	No

Cross-platform Features and Known Issues

English	Yes	Yes	Yes	Yes	Yes
French	Yes	Yes	Yes	Yes	Yes
German	Yes	Yes	Yes	Yes	Yes
Italian	Yes	Yes	Yes	Yes	Yes
Japanese	Yes	Yes	Yes	Yes	Yes
Korean	Yes	No	Yes	Yes	No
Portuguese (Brazil)	Yes	Yes	Yes	Yes	Yes
Russian	Yes	Yes	Yes	Yes	No
Spanish (European)	Yes	Yes	Yes	Yes	No
Spanish (Latin America)	Yes	Yes	Yes	Yes	Yes
Swedish	Yes	No	No	No	No

*Mac localized languages are available only for Meeting Center. Training Center, Event Center, Support Center, and Sales Center do not support the localized languages.

OS and Browser Support

	Windows	Mac OS X*	Linux	Solaris	HP-UX	AIX
Operating Systems	XP SP3, 2003 Server, Vista 32-bit/64-bit, Windows 7 32-bit/64-bit, Windows 8 32-bit/64-bit	10.6, 10.7, 10.8, 10.9	Ubuntu 10x and 11x (Gnome), Red Hat 5, 6, Open SuSE 11.4 Fedora 15, 16 (all 32-bit)	Solaris 10, 11 OpenSolaris (x86)	HP-UX 11.11	AIX 5.3
Available WebEx Services	All services	Meeting Center Training Center Event Center Sales Center Remote Support	Meeting Center Event Center Training Center Remote Support	Meeting Center Event Center Training Center Remote Support	Meeting Center	Meeting Center
Minimum System Requirements						
Processor	Intel Core2 Duo CPU 2.XX GHz or AMD processor (2 GB of RAM recommended)	Intel (512 MB of RAM or more recommended)	Intel or AMD x86	UltraSPARC or Intel or AMD	PA-RISC	PowerPC
JavaScript	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled

Other	Active X enabled (unblocked for IE is recommended) Java 6 or later		Java 6, libstdc++ 6.0, GNOME/KDE windowing system	Java 6 CDE windowing system	Java 6 CDE windowing system	IBM Java 6 CDE windowing system
Browsers (Recommended browsers are shown in bold)						
Internet Explorer	6, 7, 8 (32-bit/64-bit), 9 (32-bit/64-bit), 10 (32-bit/64-bit)					
Mozilla				1.7	1.7	1.6
Firefox	Latest	Latest	Latest	Latest	2	2
Safari		5, 6, 7 (10.9 only)				
Chrome	Latest	Latest				

***Joining a Meeting on a Mac**

- Starting with Mac OS X 10.7, Apple no longer offers Java as part of the Mac operating system. Since WebEx had previously relied on the Java browser plugin to automatically download the meeting application for first-time users, those who did not have Java installed found it difficult to join a meeting. The dependency on Java has been removed. Instead, the user is asked to install a small plugin that, once installed, handles the rest of the meeting application installation and then starts the meeting.
- When you start or join an event using Event Center for the first time on Safari 6.X and Safari 7, a problem occurs. After you have installed WebEx, Safari requires you to trust the plugin for the site you are attempting to join or start the event from. The page will refresh after that, but you will not join the event. In order to join, go back to the link you originally selected and you will be able to join successfully.

Citrix XenDesktop and XenApp Support

Added support for Citrix XenDesktop 5.0 and 5.5 and XenApp 6.5 where the host operating system and virtual operating system are both Windows (Windows XP or Windows 7). Host OS is the operating system installed on the end user’s local computer. Virtual OS is the operating system delivered by the server.

See [Known Issues/Limitations](#) for additional information.

Cross-platform Features

These features are supported in each WebEx service:

- [Meeting Center](#)

Cross-platform Features and Known Issues

- [Event Center](#)
- [Support Center](#)
- [Training Center](#)
- [Sales Center](#)

Meeting Center						
	Windows	Mac OS X	Linux	Solaris	HP-UX	AIX
Host meetings	yes	yes	yes	yes	yes	yes
Attend meetings	yes	yes	yes	yes	yes	yes
Join teleconference before host	yes	yes	yes	yes	yes	yes
Attendee ready indicator	yes	yes	yes	yes	yes	yes
Quick Start tab (for inviting and reminding participants)	yes	yes	no	no	no	no
Send meeting transcript	yes	no	no	no	no	no
Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes)	yes	yes	no	no	no	no
Application sharing and annotation	yes	yes	yes	yes	yes	yes
Web content browser sharing and annotation	yes	yes	yes	yes	yes	yes
Desktop sharing and annotation	yes	yes	yes	yes	yes	yes
Document and whiteboard sharing and annotation	yes	yes	yes	yes	yes	yes
Web content sharing	yes	yes	yes	yes	no	no
Remote desktop control	yes	yes	yes	yes	yes	yes
Remote application control	yes	yes	yes	yes	yes	yes
Web browser remote control	yes	yes	yes	yes	yes	yes
Desktop remote control	yes	yes	yes	yes	yes	yes
PowerPoint animations and transitions	yes	view only				
Automatically play presentations	yes	yes	yes	yes	yes	yes
Automatically advance presentations	yes	yes	yes	yes	yes	yes
Chat	yes	yes	yes	yes	yes	yes
High-quality video	yes	yes	view only	view only	no	no

High-definition video	yes	yes	no	no	no	no
Full-screen video view with high-definition video	yes	yes	no	no	no	no
Active-speaker switched video	yes	yes	yes	yes	no	no
Offload video processing to GPU	yes	yes	no	no	no	no
Self view when sending video	yes	yes	no	no	no	no
Medianet features supported	yes	no	no	no	no	no
WebEx Audio	yes	yes	yes	yes	yes	yes
Cisco Unified MeetingPlace version 8.x Audio	yes	yes	yes	no	no	no
Third-Party Audio (TSP)	yes	yes	yes	no	no	no
Personal Conferencing	yes	yes	yes	yes	yes	yes
Integrated Internet phone (VoIP)	yes	yes	yes	yes	no	no
Client-side recording (WRF)	yes	no	no	no	no	no
Network-based recording (ARF)	yes	yes	yes	yes	no	no
Stand-alone playback (WRF/ARF)	yes	yes	no	no	no	no
Playback in browser (WRF/ARF)	yes	yes	yes	yes	no	no
Edit recordings (WRF)	yes	no	no	no	no	no
Polling	yes	yes	yes	yes	yes	yes
Printing	yes	no	no	no	no	no
File transfer (Basic transfer allows you to publish files in a separate window so that attendees can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)	basic and advanced	basic	basic	basic	basic	basic
Notes and closed captioning	yes	yes	yes	yes	yes	yes
Customized information tab	yes	no	no	no	no	no
32-bit and 64-bit Microsoft Outlook integration	yes	no	no	no	no	no

Event Center

	Windows	Mac OS X	Linux	Solaris		
Host events	yes	yes	yes	yes		

Cross-platform Features and Known Issues

Attend events	yes	yes	yes	yes		
Join teleconference before host	yes	yes	yes	yes		
Quick Start tab (For inviting and reminding participants)	yes	yes	no	no		
Attendee ready indicator	no	yes	no	no		
Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes.)	yes	yes	no	no		
Panelists	yes	yes	yes	yes		
Q&A	yes	yes	yes	yes		
Application sharing and annotation	yes	yes	yes	yes		
Web content browser sharing and annotation	yes	yes	yes	yes		
Desktop sharing and annotation	yes	yes	yes	yes		
Document and whiteboard sharing and annotation	yes	yes	yes	yes		
Web content sharing	yes	yes	yes	yes		
PowerPoint animations and transitions	yes	view only	view only	view only		
Automatically play presentations	yes	yes	yes	yes		
Automatically advance presentations	yes	yes	yes	yes		
Chat	yes	yes	yes	yes		
High-quality video	yes	yes	view only	view only		
High-definition video	no	no	no	no		
Full-screen video view with high-quality video	yes	yes	yes	yes		
Active-speaker switched video	yes	yes	yes	yes		
Offload video processing to GPU	no	no	no	no		
Self view when sending video	yes	yes	no	no		
Medianet features supported	no	no	no	no		
WebEx Audio	yes	yes	yes	yes		
Cisco Unified MeetingPlace version 8.x Audio	yes	no	no	no		
Third-Party Audio (TSP)	yes	no	no	no		
Integrated Internet phone (VoIP)	yes	yes	yes	yes		
Client-side recording (WRF)	yes	no	no	no		
Network-based recording (ARF)	yes	yes	yes	yes		
Stand-alone playback (WRF/ARF)	yes	yes	no	no		
Playback in browser (WRF/ARF)	yes	yes	yes	yes		
Edit recordings (WRF)	yes	no	no	no		
Polling	yes	yes	yes	yes		

Printing	yes	no	no	no		
File transfer (Basic transfer allows you to publish files in a separate window so that attendees can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)	basic and advanced	basic	basic	basic		
Customized information tab	yes	no	no	no		
32-bit and 64-bit Microsoft Outlook integration	yes	no	no	no		

Support Center						
	Windows	Mac OS X	Linux	Solaris		
Host support session	yes	yes	yes	yes		
Attend support session	yes	yes	yes	yes		
Record sessions	yes	no	no	no		
Remote computer access	yes	yes	yes	yes		
Desktop sharing and annotation	yes	yes	yes	yes		
Document sharing and annotation	yes	no	no	no		
Share web content (customer service representative)	yes	no	no	no		
View web content (customer)	yes	yes	no	no		
Remote print	yes	no	no	no		
Chat	yes	yes	yes	yes		
Reboot remote computer and reconnect (safe mode)	yes	no	no	no		
Display user system information	yes	limited	limited	limited		
Log on as different user	yes	no	no	no		
High-quality video	yes	no	no	no		
High-definition video	no	no	no	no		
Full-screen video view with high-quality video	yes, but without thumbnails	no	no	no		
Active-speaker switched video	no	no	no	no		
Offload video processing to GPU	no	no	no	no		
Self view when sending video	no	no	no	no		
Medianet features supported	no	no	no	no		
WebEx Audio	yes	yes	yes	yes		

Cross-platform Features and Known Issues

Cisco Unified MeetingPlace version 8.x Audio	no	no	no	no		
Third-Party Audio (TSP)	no	no	no	no		
Client-side recording (WRF)	yes	no	no	no		
Network-based recording (ARF)	yes	yes	yes	yes		
Stand-alone playback (WRF/ARF)	yes	yes	no	no		
Playback in browser (WRF/ARF)	yes	yes	yes	yes		
Edit recordings (WRF)	yes	no	no	no		
Integrated Internet phone (VoIP)	yes	yes	yes	yes		
File transfer (Basic transfer allows you to publish files in a separate window so that attendees can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)	basic and advanced	basic	basic	basic		

Training Center						
	Windows	Mac OS X	Linux	Solaris		
Host training sessions	yes	yes	yes	yes		
Attend training sessions	yes	yes	yes	yes		
Join teleconference before host	yes	yes	yes	yes		
Attendee ready indicator	yes	yes	yes	yes		
Breakout sessions	yes	yes	yes	yes		
Hands-on Lab sessions	yes	yes	no	no		
Q&A	yes	yes	yes	yes		
Quick Start tab (For inviting and reminding participants)	yes	yes	no	no		
Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes.)	yes	yes	no	no		
Application sharing and annotation	yes	yes	yes	yes		
Web content browser sharing and annotation	yes	yes	yes	yes		
Desktop sharing and annotation	yes	yes	yes	yes		
Document and whiteboard sharing and annotation	yes	yes	yes	yes		
Desktop sharing	yes	yes	yes	yes		
Remote application control	yes	yes	yes	yes		
Document and whiteboard sharing and annotation	yes	yes	yes	yes		
PowerPoint animations and transitions	yes	view only	view only	view only		
Automatically play presentations	no	no	no	no		

Presentation Studio integration (on-demand module)	yes	player only	no	no		
Chat	yes	yes	yes	yes		
High-quality video	yes	yes	view only	view only		
High-definition video	yes	yes	no	no		
Full-screen video view with high-quality video	yes	yes	no	no		
Active-speaker switched video	yes	yes	yes	yes		
Offload video processing to GPU	no	no	no	no		
Self view when sending video	yes	yes	no	no		
Medianet features supported	no	no	no	no		
WebEx Audio	yes	yes	yes	yes		
Cisco Unified MeetingPlace version 8.x Audio	yes	no	no	no		
Third-Party Audio (TSP)	yes	no	no	no		
Integrated Internet phone (VoIP)	yes	yes	yes	yes		
Client-side recording (WRF)	yes	no	no	no		
Network-based recording (ARF)	yes	yes	yes	yes		
Stand-alone playback (WRF/ARF)	yes	yes	no	no		
Playback in browser (WRF/ARF)	yes	yes	yes	yes		
Edit recordings (WRF)	yes	no	no	no		
Polling	yes	yes	yes	yes		
Offline polling editor	yes	no	no	no		
Renaming tabs (for document sharing and polls)	yes	yes	no	no		
Printing	yes	no	no	no		
File transfer (Basic transfer allows you to publish files in a separate window so that attendees can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)	basic	basic	basic	basic		
Multimedia files	yes	yes (QuickTime)	no	no		
Floating icon tray	yes	yes	no	no		
32-bit and 64-bit Microsoft Outlook integration	yes	no	no	no		
Sales Center						
		Windows	Mac OS X			
Host sales meetings		yes	yes			
Attend sales meetings		yes	yes			
Join teleconference before host		yes	yes			
Sales team and subject matter expert support		yes	yes			

Cross-platform Features and Known Issues

See subject matter expert availability and invite	yes	yes			
Quick Start tab (For inviting and reminding participants)	yes	no			
Attention indicator	yes	yes			
Silent monitoring	yes	yes			
Send meeting transcript	yes	no			
Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes.)	yes	no			
Application sharing and annotation	yes	yes			
Desktop sharing and annotation	yes	yes			
Web content browser sharing and annotation	yes	yes			
Document and whiteboard sharing and annotation	yes	yes			
Remote desktop control	yes	yes			
Remote application control	yes	yes			
PowerPoint animations and transitions	yes	view only			
Automatically play presentations	yes	yes			
Automatically advance presentations	yes	yes			
Chat	yes	yes			
Single-point video (SPV)	yes	no			
High-quality video	no	no			
High-definition video	no	no			
Full-screen video view with high-quality video	no	no			
Active-speaker switched video	no	no			
Offload video processing to GPU	no	no			
Self view when sending video	no	no			
Medianet features supported	no	no			
WebEx Audio	yes	yes			
Cisco Unified MeetingPlace version 8.x Audio	no	no			
Third-Party Audio (TSP)	no	no			
Client-side recording (WRF)	yes	no			
Network-based recording (ARF)	yes	yes			
Stand-alone playback (WRF/ARF)	yes	yes			
Playback in browser (WRF/ARF)	yes	yes			
Edit recordings (WRF)	yes	no			
File transfer (Basic transfer allows you to publish files in a separate window so that attendees	basic and advanced	basic			

can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)						
Communication portal	yes	yes				
32-bit and 64-bit Microsoft Outlook integration	yes	no				

Known Issues/Limitations

This section contains known issues and limitations about the browsers and operating systems supported by WebEx. For information about other known issues, see the individual release notes for each service.

Using application or browser sharing in OpenSolaris	<ul style="list-style-type: none"> Turn off Visual Effects to use application or browser sharing in OpenSolaris (x86).
Presentation Studio On Demand	<ul style="list-style-type: none"> Presentation Studio does not support OpenSolaris and newer versions of Linux distributions.
Linux 64-bit support	<ul style="list-style-type: none"> 64-bit Linux distributions are not officially supported. Firefox 64-bit is not supported.
Microsoft Office 2010 support	<ul style="list-style-type: none"> UCF Toolkit is not supported with Microsoft Office 2010 64-bit. New animations, transitions, and 3D graphics introduced in Microsoft Office 2010 are not supported. Importing your company address book into your WebEx contacts is not supported with Microsoft Outlook 2010 64-bit.
Microsoft Office 2013 Support	<ul style="list-style-type: none"> If you have Microsoft Office 2013 installed, the following features are not supported when sharing PowerPoint 2013 files: <ul style="list-style-type: none"> Animations and transitions Embedded video or audio files PowerPoint notes in a dedicated panel UCF Toolkit If you have customized your Info Tab, some custom elements may not be supported. We recommend that you validate it to make sure it continues to display properly in a WebEx meeting. In a few cases, the following problems may occur: <ul style="list-style-type: none"> Text and fill colors may be slightly different from the actual colors in a slide. Some graphic elements may be missing from a slide. Fonts may appear blurry on a slide or may be different from the original. The size of shapes may be different from the original. If an object in a PowerPoint presentation does not display correctly in edit mode, it is automatically removed in Slide Show view; however, the object may continue to display when the file is shared in a WebEx meeting. You cannot share password-protected PowerPoint 2013 files using the file sharing feature. Use the application sharing or desktop sharing features instead. You cannot share Excel 2013 files on Windows 8 using the file sharing feature. Use the application sharing or desktop sharing features instead.

Cross-platform Features and Known Issues

	<ul style="list-style-type: none">You cannot share Word 2013 (64-bit) documents on Windows 8 (64-bit) using the file sharing feature. Use the application sharing or desktop sharing features instead.
Windows 2000	<ul style="list-style-type: none">Windows 2000 is no longer supported starting in this release. Users of Windows 2000 may still be able to join meetings, but performance is not guaranteed.
Mac OS	<ul style="list-style-type: none">Users of Mac OS X 10.4 or earlier are no longer able to connect to a WebEx meeting.Users of the Mac PowerPC platform are no longer able to connect to a WebEx meeting.Document sharing is not supported in Sales Center for 64-bit Mac systems.The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.
Firefox 4.0 or higher	<ul style="list-style-type: none">The Windows operating system supports only Firefox 32-bit.
Citrix XenDesktop and XenApp	<ul style="list-style-type: none">Due to an architectural limitation of the virtual desktop environment, sending video may not work smoothly. In addition, when sending video in a meeting, the frame rate may be very low. This will result in a less-than-optimal user experience when sending video.Some video files cannot be shared in a virtual desktop environment.If the host operating system is Mac OS, webcam and microphone (either external or integrated) may not be recognized and cannot be used in a meeting.Remote Access and Access Anywhere are not supported because the Remote Access and Access Anywhere agents will be automatically removed by the underlying Citrix platform after the operating system restarts.Productivity Tools users can't start a One Click meeting or start a scheduled meeting from Outlook successfully.When using Productivity Tools as a published app on XenApp, a user must log out of the Productivity Tools app before exiting the app. Otherwise, the session ID will not be automatically be cleared from the server.
Mac OS X 10.8 Mountain Lion	<ul style="list-style-type: none">When starting or joining a meeting using PAC proxy on Mac OS X 10.8 Mountain Lion, the meeting application crashes. This is an operating system bug that was reported to Apple (Apple bug report # 11844696). The issue was resolved in the Mac OS X 10.8.2 build.
Windows 8 and Internet Explorer 10	<ul style="list-style-type: none">The "Enhanced Protected Mode" in Internet Explorer 10 on the desktop is not supported. Since this mode offers plugin-free browsing experience, the WebEx add-ons are disabled and neither ActiveX nor Java download methods can be used. Users can still use the temporary folder solution (TFS) to join a meeting. Alternatively, users can choose to turn off Enhanced Protected Mode in order to join the meeting normally.Users cannot share Excel files on Windows 8 32-bit using Excel 32-bit.

Last updated October 23, 2013

Audio Broadcast Release Notes

Version: WBS29.1

Date: October 23, 2013

WebEx Audio Broadcast provides a low-cost alternative to telephony-based audio conferences. Audio Broadcast is an ideal solution for environments where there are a low number of active speakers and a very large number of listeners who wish to participate in a principally listen-only mode.

Based on the Multi-Media Platform (MMP), Audio Broadcast is seamlessly interwoven into the WebEx meeting experience with hosts able to monitor the number of active Audio Broadcast attendees in real time. The Audio Broadcast client starts automatically for attendees, and hosts are able to promote individual attendees to full speaking privileges at any time during the meeting. Attendee promotion is provided by presenting PSTN dial-in information to promoted attendees. The promoted attendees then become full speaking participants.

For more information see:

- [Overview](#)
- [Frequently Asked Questions](#)

Frequently Asked Questions

Q. [When would I use Audio Broadcast in preference to Integrated VoIP?](#)

Q. [What is the capacity for Audio Broadcast?](#)

Q. [What services does Audio Broadcast support?](#)

Q. [Can you use Audio Broadcast over dial-up connections?](#)

Q. [How do I use UDP transport for Audio Broadcast sessions?](#)

Q. [Does Audio Broadcast support a mixed mode or hybrid audio conference?](#)

Q. [Does Audio Broadcast support third-party audio bridges?](#)

Q. [Is the audio quality of Audio Broadcast comparable to Integrated VoIP?](#)

Q. [What if the customer experiences any technical issues with Integrated Audio Broadcast?](#)

Overview

Services Support (New platforms)	Audio Broadcast is supported in the services and platforms below: <table border="1"><thead><tr><th></th><th>Windows*</th><th>Solaris</th><th>Linux</th><th>Macintosh</th></tr></thead><tbody><tr><td>Audio Broadcast</td><td>Yes*</td><td>Yes</td><td>Yes</td><td>Yes</td></tr></tbody></table>		Windows*	Solaris	Linux	Macintosh	Audio Broadcast	Yes*	Yes	Yes	Yes
	Windows*	Solaris	Linux	Macintosh							
Audio Broadcast	Yes*	Yes	Yes	Yes							
Support for third-party or WebEx-integrated telephony	Audio Broadcast supports third-party audio bridges or WebEx-integrated telephony. Third-party bridge support is provided by using a dial-out wizard. Audio Broadcast playback muting is not available										

	when using a third-party bridge.
Hardware requirements	No special hardware is required to use the Audio Broadcast service. A sound card and speakers or headphones are all that is required.
Number of attendees	Audio Broadcast supports up to 3,000 attendees per meeting.
Auto Start	If an Event Center meeting is scheduled with Audio Broadcast, the streaming client starts automatically when an attendee joins the meeting. If the host has not joined the meeting, the attendees will receive a recorded announcement to inform them that the host has not yet joined the meeting.
Hybrid PSTN/Audio Broadcast operation	Hosts, presenters and panelists in an EC meeting join a PSTN audio conference. This conference is automatically bridged to the audio streaming servers that support the Audio Broadcast service.
Attendee phone privileges	Attendees may request access to the phone at any time by pressing the phone icon under the participant list. The host can grant or deny phone privileges individually or in groups.
TCP/UDP support	Audio Broadcast can use UDP or TCP as a transport method. UDP transport allows offers lower latency for Audio Broadcast sessions. TCP offers optional SSL security with slightly higher latency. When VoIP is started as a service, each client attempts to connect via UDP first, and then reverts to TCP as a transport protocol. Meetings can support a mix of UDP and TCP attendees.
SSL Support	Audio Broadcast can (if the site is SSL enabled) use SSL as a transport method. SSL provides highly secure transport for VoIP traffic. SSL may introduce additional latency for Audio Broadcast connections.

Frequently Asked Questions

Q. When would I use Audio Broadcast in preference to Integrated VoIP?

A. Audio Broadcast should be used in preference to Integrated VoIP when:

- The meeting size exceeds 500 attendees.
- More than 2 active speakers will be required, e.g., for panel discussions.
- The host, presenters or panelists prefer using PSTN based conferencing.
- Most of the attendees are expected to be in a listen only mode for the duration of the meeting.
- A lower cost "pay per event" pricing model is required.

Integrated VoIP should be used in preference to Audio Broadcast when:

- Support for MC and TC is required.
- The meeting will require a large amount of attendee interaction with frequent changes of speakers required.

Q. What is the capacity for Audio Broadcast?

A. The current Audio Broadcast maximum capacity is 3,000 attendees.

Q. What services does Audio Broadcast support?

A. Event Center only.

Q. Can you use Audio Broadcast over dial-up connections?

A. Audio Broadcast can be used over for dial up connections although this is not a recommended application. UCF based PowerPoint sharing should work satisfactorily as long as Video is not enabled and only one active microphone is in use. Application and desktop sharing in concert with Audio Broadcast is not supported.

Q. How do I use UDP transport for Audio Broadcast sessions?

A. UDP is only supported for non SSL sites. In order to use UDP the IP ports 7500 and 7501 must be opened for outbound communication using UDP on the corporate firewall. UDP is selected automatically if the ports are open.

Q. Does Audio Broadcast support a mixed mode or hybrid audio conference?

A. Yes, although the type of connections is fixed by meeting role. Hosts, presenters and panelists join the meeting via PSTN only and attendees join via Audio Broadcast initially (until they are promoted to full speaking privileges).

Q. Does Audio Broadcast support third-party audio bridges?

A. Yes.

Q. Is the audio quality of Audio Broadcast comparable to Integrated VoIP?

A. Yes, both services use the same underlying technology. In some cases the Audio Broadcast service may exhibit slightly better performance than Integrated VoIP under comparable operating conditions.

Q. What if the customer experiences any technical issues with Integrated Audio Broadcast?

A. Follow the standard Technical Support escalation process.

Last updated February 20, 2009

WebEx Audio Release Notes

Version: WBS29.1

Date: October 23, 2013

WebEx Audio Release Notes

WebEx Integrated Audio provides a high-performance, feature-rich, telephony-based audio conference service. This service can be used in a stand-alone mode or fully integrated within a WebEx meeting.

See below a description of [Features](#) for the WebEx Audio service.

Frequently Asked Questions

Q. [What's the capacity for WebEx Audio?](#)

Q. [Are there any calling restrictions from certain locations?](#)

Q. [Does WebEx Audio support a mixed-mode or hybrid audio conference with VoIP attendees?](#)

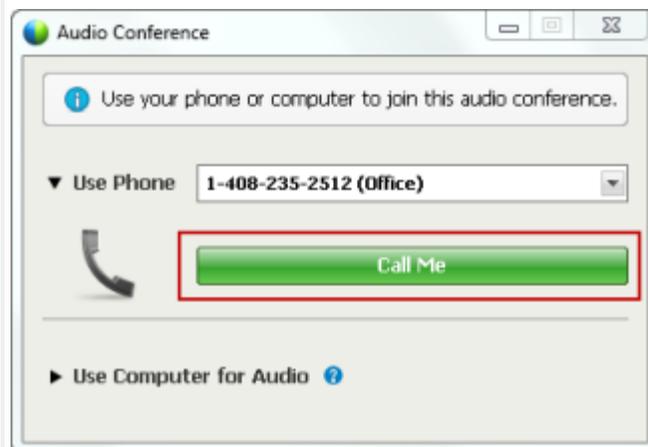
Features

WebEx Audio (hybrid audio)

WebEx Audio (hybrid audio) provides flexibility for the attendees to join an audio conference using their computer (VoIP) or a phone. There are no meeting-level options to enable or disable this feature; it is available at all times that the WebEx audio is available within a WebEx meeting.

Features such as muting and unmuting, icons, and active-talker notification operate identically for attendees. Attendees may transition at any time from using their computer to phone or vice a versa. Attendee status and the mode that they are using to connect to the conference can be seen in the Participant list.

When you start or join a meeting that uses WebEx Audio, the Audio Conference dialog box appears automatically on your screen:



If you select the **Use Computer for Audio** option, the dialog box expands to show more information:



WebEx Audio (hybrid audio) is supported on the following services and platforms:

Support for WebEx Audio (Hybrid Audio)	Windows	Macintosh	Linux/Solaris
Meeting Center	Yes	Yes	Yes
Training Center	Yes	Yes	Yes
Event Center	No	No	No
Support Center	No	No	No
Sales Center	Yes	No	No

Frequently Asked Questions

Q. What's the capacity for WebEx Audio?

A. WebEx Audio capacity is 1000 attendees for all supported WebEx services with 500 attendees on telephony and 500 on WebEx integrated VoIP.

Q. Are there any calling restrictions from certain locations?

A. Yes, this document outlines those restrictions:

http://www.webex.com/pdf/tollfree_restrictions.pdf

Q. Does WebEx Audio support a mixed-mode or hybrid audio conference with VoIP attendees?

A. Yes, WebEx Audio supports a hybrid audio in selected services (Refer to table above).

Audio Options

Note: For information about audio options supported for each operating system, see [Cross-platform Features and Known Issues](#).

Feature	Description	Available in				
		Meeting Center	Event Center	Support Center	Sales Center	Training Center
WebEx Teleconference	<p>This audio option is integrated into your WebEx online session. Choose from the these options:</p> <ul style="list-style-type: none"> • Call in: WebEx provides a toll or toll-free phone number that you call when joining the session (global numbers are also available) • Call back: When you join a session, enter your phone number and WebEx calls you. <p>For more information see the WebEx Audio Release Notes.</p>	Yes	Yes	No	Yes	Yes
Audio broadcast	<p>(Available only in Event Center) This option is one-way audio, best suited for meetings where attendees only listen. Hosts speak using a microphone connected to their computers.</p>	No	Yes	No	No	No
Integrated Voice-over-IP (VoIP) Audio	<p>Instead of using the telephone, use your computer to send the audio over the Internet. Speak and hear using a headset or speakers and a microphone connected to your computer.</p> <p>For more information, see Integrated VoIP Audio FAQs.</p>	Yes	Windows only	Yes	No	Windows only
Personal Conferencing	<p>Personal Conferencing allows you to start an audio conference and then optionally expand the meeting to include an online meeting including video conferencing.</p> <p>A Personal Conferencing account can have up to three sets of access numbers (host and attendee access codes). To sign up for a Personal Conferencing account, go to the My WebEx tab and select Personal Conferencing.</p>	Yes	No	No	No	No

Other Teleconference Service	Use a third-party teleconference service.	Yes	Yes	Yes	Yes	Yes
------------------------------	---	-----	-----	-----	-----	-----

Audio Feature Comparisons

Feature	Description	Audio Broadcast	WebEx Audio*	Integrated VoIP	Personal Conferencing
Conference size	When choosing an audio option, consider the size of the group that will attend your session.	3,000 attendees	1000 attendees (500 on telephony and 500 on WebEx VoIP)	500 attendees (1,000 for Training Center)	500 attendees
Multiple speakers	How many active speakers are required in the conference	Only hosts, presenters and panelists can speak by default	No limitations	No limitations	No limitations
Entry and exit tones	WebEx can play to let you know when attendees join and leave the session.	No	Yes	No	Yes
Mute on entry	Automatically mute attendee microphones when they enter the session.	n.a.	Yes	Yes	No
Automatically start the audio conference	Start the audio when an attendee joins the session. If the host has not yet joined, attendees hear a recorded message that informs them that the host has not yet joined.	Yes	Optional	No	Optional
Save default settings	Save default audio settings in your My WebEx profile to make it easier to start and schedule session with your preferred settings.	Yes	Yes	Yes	Yes
Reports	Run reports that show your WebEx audio usage.	Yes	Yes	Yes	Yes
TCP/UDP support	WebEx supports the UDP and TCP protocols.	Yes	n.a.	Yes	n.a.
Support for WebEx Audio (hybrid audio) meeting	WebEx Audio (hybrid audio) meeting where attendees have the flexibility to join a conference through telephone or through desktop-based VoIP.	Yes	Yes	No	n.a.

***Note:** WebEx Audio includes hybrid audio.

Last updated January 18, 2013

Integrated VoIP Audio FAQs

Version: WBS29.1

Date: October 23, 2013

Integrated VoIP Audio Release Notes and FAQs

WebEx Integrated VoIP provides a low-cost alternative to telephony-oriented audio conferences. Integrated VoIP is an ideal solution for environments where there are a low number of active speakers and a large number of listeners.

Integrated VoIP is seamlessly interwoven into the WebEx meeting experience, with hosts being able to mute and un-mute attendees, pass the microphones, and start and stop Integrated VoIP at will.

This page contains the most frequently-asked questions about WebEx Integrated VoIP, the low-cost alternative to telephone-based audio conferences. Integrated into the WebEx meeting experience, VoIP audio is an ideal solution for meetings with few active speakers and many listeners.

Note: For detailed information about the audio options available for each operating system, see [Cross-platform Features and Known Issues](#).

Overview

- [Q. What are the features of Integrated VoIP audio?](#)
- [Q. What is the attendee capacity for Integrated VoIP audio?](#)
- [Q. How does WebEx VoIP audio help me know if attendees cannot hear me?](#)

System Requirements and Technical Information

- [Q. What are the system requirements?](#)
- [Q. Which WebEx service sites offer VoIP audio?](#)
- [Q. What do I need to use WebEx Integrated VoIP?](#)
- [Q. Can I use TCP, UDP, or PSTN with WebEx Integrated VoIP audio?](#)
- [Q. Can I use WebEx Integrated VoIP if my site is SSL-enabled?](#)
- [Q. Can I use VoIP over dial-up connections?](#)
- [Q. Can I provision WebEx VoIP from an EMX node.](#)
- [Q. Is VoIP a full or half duplex transmission?](#)

Troubleshooting

- [Q. Why is there a delay in the audio during my VoIP conferences? Why does the quality seem to be not as good as traditional telephony?](#)
 - [Q. Why do I get good quality on some VoIP calls, but not on others?](#)
 - [Q. What if the customer experiences any technical issues with Integrated VoIP?](#)
-

Overview

Q. What are the features of Integrated VoIP audio?

A. The following are brief descriptions of the features of Integrated VoIP audio:

- **Services Support:** Integrated VoIP is supported in the services and platforms listed in the following table:

	Windows	Solaris	Linux	Macintosh
Meeting Center	Yes	Yes	Yes	Yes
Training Center	Yes	Yes	Yes	Yes
Event Center	Yes	Yes	Yes	No
Support Center	Yes	Yes	Yes	Yes
Sales Center	No	No	No	No

- **Hardware requirements:** No special hardware is required to use integrated VoIP. A full duplex sound card and speakers or headset are all that is required. A headset is recommended for users wishing to speak.
- **Number of attendees:** Integrated VoIP supports up to 500 attendees (1,000 for Training Center).
- **TCP/UDP support:** Integrated VoIP can use UDP or TCP as a transport method. UDP transport allows offers lower latency for VoIP sessions. TCP offers optional SSL security with slightly higher latency. When VoIP is started as a service, each client attempts to connect via UDP first and then reverts to TCP as a transport protocol. Meetings can support a mix of UDP and TCP attendees.
- **SSL Support:** Integrated VoIP can (if the site is SSL enabled) use SSL as a transport method. SSL provides highly secure transport for VoIP traffic. SSL may introduce additional latency for VoIP connections.
- **Echo Cancellation:** Integrated VoIP features built in echo cancellation offering improved performance under most conditions.
- **Automatic Gain Control:** Integrated VoIP features automatic gain control provides level equalization for meeting attendees.
- **Cross-platform support:** Cross-platform support for Support Center

Q. What is the attendee capacity for Integrated VoIP audio?

A. You can invite up to 500 attendees to a session (1,000 for Training Center).

Q. How does WebEx VoIP audio help me know if attendees cannot hear me?

A. Integrated VoIP displays a network indicator in the **Volume** window (available from the **Audio** menu) that shows how your network is performing and the overall quality of the audio your attendees hear. The indicator displays one of the following colors:

Color Indicator	Description
-----------------	-------------

The image displays three screenshots of the 'Volume' control window, each showing a different audio quality status indicator. Each window includes volume sliders for two devices and 'Mute' checkboxes. Arrows point from the text descriptions to the corresponding status bars in the screenshots.

- Green:** When more than 85% of your attendees are experiencing good-quality audio.
- Yellow:** When fewer than 50 to 85% of your attendees are experiencing good-quality audio.
- Red:** When fewer than 50% of your attendees are experiencing good-quality audio.

System Requirements and Technical Information

Q. What are the system requirements?

A. Your system must meet the requirements shown in [Cross-platform Features and Known Issues](#).

Q. Which WebEx service sites offer VoIP audio?

A. You can use Integrated VoIP with the WebEx services and computers listed in the following table:

	Windows	Solaris	Linux	Macintosh
Meeting Center	Yes	Yes	Yes	Yes
Training Center	Yes	Yes	Yes	Yes

Event Center	Yes	Yes	Yes	No
Support Center	Yes	No	No	No
Sales Center	No	No	No	No

Q. What do I need to use WebEx Integrated VoIP?

A. To use WebEx Integrated VoIP, you will need a full duplex sound card and speakers or headset. To speak, you should have a microphone that is connected to your computer. For best results, we recommend that you use a headset.

Q. Can I use TCP, UDP, or PSTN with WebEx Integrated VoIP audio?

A. You can use the UDP or TCP protocols with WebEx VoIP audio. With UDP, you may experience lower latency rates (delays) than with TCP, but with TCP, you can use the SSL security protocol (and the latency rate will probably be greater). When VoIP starts, WebEx tries to connect using UDP and then switches to TCP. You can conduct sessions where some attendees use UDP while others use TCP.

UDP is only supported for non-SSL sites. In order to use UDP, the IP ports 9000 and 9001 must be opened for outbound communication using UDP on the corporate firewall. UDP is selected automatically if the ports are open.

Q. Can I use WebEx Integrated VoIP if my site is SSL-enabled?

A. Yes. You can use SSL if you also use the TCP transport protocol.

Q. Can I use VoIP over dial-up connections?

A. Integrated VoIP is not recommended for dial-up connections. UCF-based PowerPoint sharing should work satisfactorily as long as video is not enabled and only one active microphone is in use. Application and desktop sharing in concert with Integrated VoIP is not supported on connections of less than 56Kb/s.

Q. Can I provision WebEx VoIP from an EMX node.

A. Integrated VoIP can be provisioned from a WebEx™ Extended MediaTone eXchange (EMX) node on a case-by-case basis. Please contact Product Management for further information.

Q. Is VoIP a full or half duplex transmission?

A. Integrated VoIP is full duplex, meaning multiple attendees can speak at the same time. This is similar to a traditional teleconference using PSTN. Half duplex is a VoIP conference where only one attendee can speak at a given time, similar to a CB radio.

Troubleshooting

Q. Why is there a delay in the audio during my VoIP conferences? Why does the quality seem to be not as good as traditional telephony?

A. Traditional PSTN-based teleconferencing is circuit-based, which gives each participant a dedicated channel to the teleconference bridge; the delay is virtually unnoticeable. Typically, the only delay one encounters in a circuit-switched voice environment is due to the distance the voice must travel). A good

VoIP solution will have delay of about 0.25 - 0.5 seconds, depending on a couple of factors:

1. **Network congestion:** VoIP solutions send the voice information over an IP network (such as the Internet), which is a shared medium on which the packets are routed on a first-in/first-out basis. Congestion on any of the routers between the meeting participants will delay and/or degrade the audio.
2. **Encoding process:** When you speak into the microphone, the sound card in your PC captures and digitizes the sound. This information is then broken up into data packets that are sent over the network to the conference server(s). The conference server(s) sends these packets to the other attendees' PCs, where the encoding process is reversed. The encoding process for integrated VoIP relies on audio components (microphone, speakers, and sound card), and these can vary greatly from PC to PC. Lower quality components will produce lower quality audio.

Such delay and audio quality issues are common to the VoIP solutions offered by all the vendors—not just WebEx. VoIP solutions offered by vendors such as Centra, et al., suffer from the same shortcomings when compared to PSTN. Based on our testing, the delay and audio quality of WebEx VoIP is at least on par with that of Centra's.

Q. Why do I get good quality on some VoIP calls, but not on others?

A. It is hard to have a straight answer to this question due to the number of possibilities. You can have a perfect VoIP conference with a 28-Kbps connection to a country halfway around the world, followed by a scratchy mess for a call to the next state with a 56-Kbps or a 300+-Kbps connection. The quality is almost entirely determined by the sample rate (number of "slices" per second it uses to reproduce your voice) of the VoIP software, plus the throughput of your internet connection. A 56-Kbps (or a 300+-Kbps LAN, for that matter) connection does not ensure that you can move data across the Internet at that speed; the actual speed is determined by traffic levels on all networks between the source and end point, and the equipment capabilities at the source and end point. In general, poor-quality transmissions are a result of traffic and cannot be avoided completely in VoIP that uses Internet for all or part of the voice-data traffic.

Q. What if the customer experiences any technical issues with Integrated VoIP?

A. Follow the standard Technical Support escalation process.

Last updated January 18, 2013

Video Release Notes

Version: WBS28.8

Date: November 16, 2012

WebEx Meeting Center, Training Center, and Support Center have high-definition video capability. WebEx Meeting Center, Event Center, Training Center, and Support Center continue to support high-quality video.

For detailed instructions on using WebEx video, see the user guide on the Support page of your WebEx service site.

- [What's New in WBS28.8?](#)
- [High-Definition Video Features](#)
- [Cisco Medianet Integration—Performance Monitoring Support with Network Management Systems Requirements](#)
- [High-Quality Video Supported Cameras](#)
- [High-Definition Video Supported Cameras](#)
- [Known Issues/Limitations](#)

What's New in WBS28.8?

High-definition video support in full-screen views	Starting with WBS28.4, WebEx Meeting Center and WebEx Training Center users can send and receive high-definition (HD) 720p video in both expanded full-screen view and full-screen view. Previously, high-definition video was available only in expanded full-screen view. Both views now support high-definition video. For additional details on bandwidth consumption, high-definition video system requirements and administrator options for allowing and not allowing HD video for your site, see the Cisco WebEx Network Bandwidth white paper at http://www.cisco.com/en/US/prod/collateral/ps10352/ps10362/ps10409/white_paper_c11-691351.pdf .
Increased USB camera compatibility	WBS28.7 adds increased support for one existing MJPEG color-space (I420) and adds support for another (YUV422) with corresponding increases to the number of USB video cameras that WebEx Meeting Center, Events Center, and Training Center support.
High-definition video decode offloading to GPU	Starting with WBS28.4, supported GPU chipsets can offload decode processing from the host CPU.
Cisco Medianet integration	Starting with WBS28.4, metadata support was added for making the network aware of the five WebEx media flows.

High-Definition Video Features

Feature	Description	Meeting Center	Event Center	Training Center	Support Center
Up to high-definition resolution (720p)	Video resolution can go up to high-definition 720p resolution (1280x720).	Yes	No	Yes	No
Up to high-quality resolution (360p)	Video resolution can go up to high-quality 360p resolution (640x360).	Yes	Yes	Yes	Yes
Full-screen video view	Full-screen video view with high-definition or high-quality video display (depending on monitor size) and five video thumbnails.	Yes	Yes	Yes	Yes (but does not include video thumbnails)
Expanded full-screen video view	Expand the active speaker to the whole screen, which also allows high-definition video to be received.	Yes	Yes (Expanded full-screen view without high-definition video)	Yes	No
Active speaker video display in full-screen sharing view	Floating active speaker video display when sharing in full-screen view.	Yes	Yes	Yes	In full-screen view, the CSR views video in a separate panel; the customer views video in an embedded area of the customer console.
Video self-view in full-screen sharing view	View self-view video in the main video display when sharing in full-screen view. Start or stop sending video from the self-view video window.	Yes	Yes	Yes	No
Active speaker switching	Automatic video switching to the loudest active speaker.	Yes	Yes	Yes	No
Video thumbnails	Video-based participant list with video thumbnails.	Yes	Yes	Yes	No
Auto-adjust	Automatic configuration of participants'	Yes	Yes	Yes	Yes

Video	video quality according to available network bandwidth.				
Camera hot plug-in	Attendees can connect and switch webcams while in a meeting.	Yes	Yes	Yes	Yes
Lock video	Presenter can determine whose video will be displayed to all participants.	Yes	Yes	Yes	No
High-definition video decode offloading to GPU	Supported GPU chipsets can offload decode processing from the host CPU.	Yes	No	No	No

Cisco Medianet Integration—Performance Monitoring Support with Network Management Systems

Starting with WBS28.4, when on a Cisco network, Cisco Medianet supports real-time, end-to-end data collection and monitoring of performance on delay- and loss-sensitive WebEx video media streams and VoIP audio streams, by using a Cisco partner Network Management System (provided the Network Management System supports the Medianet MSI 3.1.1 REST API), directly from users' machines that have the WebEx Meeting Center application installed. See [Cisco Enterprise Medianet](#) for more information.

Using the Cisco Medianet Performance Monitoring functionality with WebEx on a Cisco network, a network administrator can easily see, understand, and report whether individual users are having acceptable media experiences or not; for example, whether their sessions are experiencing latency, jitter, or packet loss, even before they call in to report issues. With Performance Monitoring using Medianet, network administrators can gain greater visibility into what is going on in their Medianet-enabled network, and the rich-media experience it is providing their users. Cisco Medianet makes your network smarter and more media aware.



Requirements

WebEx video works with any computer that complies with the standard Meeting Center, Training Center, or Support Center requirements. To be able to reach the video resolution of 360p, PCs must meet the following minimum requirements:

- CPU: Dual-core processor
- RAM: 1 GB RAM
- Camera: a high-quality video supported USB-based web camera (see list in [High-Quality Video Supported Cameras](#).)

Video Release Notes

To be able to send high-definition video (720p), PCs must meet the following minimum requirements:

- CPU: Quad-core processor (three or more meeting participants), Dual-core processor (two meeting participants).
- RAM: 2 GB RAM
- Camera: a high-definition video supported USB-based web camera (see list in [High-Definition Video Supported Cameras.](#))

To be able to receive high-definition video (720p), PCs must meet the following minimum requirements:

- CPU: Dual-core processor
- RAM: 2 GB RAM

To offload video decoding processing to the client's GPU for 720p, any of the following GPU chipsets are required:

- Windows(DXVA):
 - NVIDIA GeForce 9800GT
 - NVIDIA GeForce GT 430
 - NVIDIA GeForce GTS 450
 - NVIDIA GeForce GTX 275
 - NVIDIA GeForce GTX460
 - NVIDIA GeForce GTX560
 - NVIDIA GeForce GTX560Ti
 - NVIDIA GeForce GT520
 - ATI Radeon HD 6950
- Mac OS X(VDA):
 - NVIDIA GeForce9400M
 - NVIDIA GeForce320M
- NVIDIA GeForce330M



High-Quality Video Supported Cameras

Most PC-compatible cameras should work with WebEx. The following cameras were tested by WebEx for high-quality video:

- Cisco VT Camera II

- Cisco VT Camera III
- Cisco Precision HD
- Logitech HD Webcam C920
- Logitech Quick Cam Pro 9000
- Logitech QuickCam Orbit AF
- Logitech QuickCam C905
- Logitech QuickCam S7500
- Logitech HD Pro Webcam C910
- Microsoft LifeCam HD
- Microsoft LifeCam VX-1000
- Microsoft LifeCam Cinema
- Microsoft LifeCam VX-6000
- Microsoft LifeCam NX-6000
- Microsoft LifeCam VX-3000

High-Definition Video Supported Cameras

The following cameras were tested by WebEx for high-definition video:

- Logitech HD Webcam C310
- Logitech HD Webcam C500
- Logitech HD Webcam C510
- Logitech HD Webcam C905/B905
- Logitech HD Pro Webcam C910/B910
- Logitech HD Webcam C920
- Microsoft LifeCam HD-5000/HD-5001
- Microsoft LifeCam HD-6000
- Microsoft LifeCam Cinema
- Microsoft LifeCam Studio
- Cisco Precision HD
- Cisco VT Camera III
- Apple iSight HD

Known Issues/Limitations

This section contains known issues and limitations that affect WebEx integrated video. For more information about the browsers, operating systems, supported by WebEx, and known issues that affect other WebEx services, see [Cross-platform Features and Known Issues](#).

High-definition video	High-definition video is automatically turned off during application, desktop, and streaming media sharing. It is automatically turned on again when those functions end.
Medianet and IPv6 support	Although the WebEx application supports IPv6, Medianet and metadata support only IPv4 addresses at this time. Support for IPv6 will be added in a future release.
Streaming	In Event Center, playing video from a file and sharing it with all participants requires

Video Release Notes

media in Event Center stops presenter's video	<p>stopping the presenter's video camera. The presenter can send only one video stream at a time. The presenter's camera video can be turned back on again once he or she has finished streaming the file or media.</p> <p>This limitation has been added to protect subscribers from bandwidth issues that could result from a spike in video traffic if multiple non-thumbnail video streams are sent to a large group of participants. The limitation is expected to be removed in the future.</p>
---	---

Last updated September 25, 2013

Recording and Playback FAQs

Version: WBS29.1

Date: October 23, 2013

This page contains the most commonly-asked questions about recording and playing back WebEx meetings, events, and sessions. For detailed information about using WebEx recorders, players, and editors, see the user documentation on the Support page of your WebEx service site.

The WebEx Network Recording Player for Advanced Recording Format (.arf) files makes it easier to access and publish your network-based recordings. You can also use it to convert your WebEx network recordings to Windows Media File (.wmv) format, Flash (.swf) format, or MPEG-4 format (MP4). For detailed information, see the *WebEx Network Recording Player for Advanced Recording Format (.arf) Files Users Guide* on the Support page of your WebEx service site.

General Questions

- Q. [What tools does WebEx provide for recording, editing, and playing recordings?](#)
- Q. [What do I need to play recordings?](#)
- Q. [Can I play WebEx recordings with any multimedia player?](#)
- Q. [How can I get the WebEx recorder, editor, and players?](#)
- Q. [How do I convert WebEx network-based recording files \(ARF\) to Windows Media File format \(WMV\) , Flash format \(SWF\), or MPEG-4 format \(MP4\)?](#)
- Q. [When I try to convert my ARF file to MP4 format, I'm asked for a URL, username, and password. What should I enter?](#)
- Q. [How do I connect the DynaMetric adapter to my computer and phone?](#)

Network-Based Recording or "Record on Server"

- Q. [What is network-based recording \(NBR\) or "Record on Server"?](#)
- Q. [Which centers can use network-based recording?](#)
- Q. [Which operating systems are supported for a host using network-based recording?](#)
- Q. [Do I need any additional hardware to use network-based recording for my meetings?](#)
- Q. [What is the typical size of a one-hour recording?](#)
- Q. [How long until my recordings are available for viewing or distribution?](#)
- Q. [How long until my recordings are available for viewing or distribution?](#)
- Q. [Where can I find my recordings?](#)
- Q. [How do I get the WebEx Network Recording Player?](#)
- Q. [How do I publish my recording to my attendees?](#)
- Q. [Does network-based recording capture all the content of the meeting?](#)
- Q. [Does network-based recording capture VoIP and Audio Broadcasting?](#)
- Q. [Can I pause the recording when I am recording on the server?](#)
- Q. [I cannot play my network-based recording file on the latest WebEx Network Recording Player after my site was upgraded. What should I do?](#)

Playing Recordings

- Q. [Are recordings streamed or downloaded to my computer?](#)
- Q. [Can I play a recording if my computer is not connected to the Internet?](#)
- Q. [I cannot play my local recording file on the latest WebEx Recorder and Player after my site was upgraded. What should I do?](#)

Creating and Publishing Recordings

- Q. [Can I record everything that happens in a WebEx meeting, event, or session?](#)

Recording and Playback FAQs

- Q. How do I record a WebEx meeting, event, or session?
- Q. After I record a WebEx meeting, what happens to the recording?
- Q. How do I make my recording available to others?
- Q. Can I record an Internet phone (VoIP) conference?
- Q. Can I record WebEx meetings that contain UCF multimedia?
- Q. How can I improve the quality of the audio when using local recording?
- Q. What audio compression and sampling rates does WebEx support? Which ones should I use?
- Q. How large are recording files?

Editing Recordings

- Q. Can I edit recordings?
- Q. Can I dub the recording audio?
- Q. Can I insert markers into a recording?

Recording WebEx-enabled TelePresence Meetings

- Q. Can I record a WebEx-enabled TelePresence Meeting?

Known Issues and Workarounds

- Q. What are the known issues?
- Q. Why does a security message appear when I play a recording?
- Q. Is the WOT format still supported?
- Q. I see a black screen when I try to record an application. What can I do?
- Q. I converted my network-based recording file (ARF) to Flash format (SWF) but I can't play it on my Flash Player. What can I do?

General Questions

Q. What tools does WebEx provide for recording, editing, and playing recordings?

A. With the WebEx recorders you can record everything that happens in a WebEx meeting; audio, video, chat conversations, notes, etc.

There are two options for recording a WebEx meeting: Network-based recording (Record on Server) with the Network-Based Recorder (NBR) and Local recording. When using Network-based recording, no additional hardware is required. All meeting content is automatically recorded on the WebEx servers and is easily accessible.

If you want to change the recording, such as making it shorter or eliminating sections where nothing important is happening, we provide another tool that allows you to change it. If you save recordings to your WebEx service site, you can publish the recording on a Web page so that others can play it or download it to their computer.

Choose from the following players and recorders:

WebEx Network Recording Player for Advanced Recording Format (.arf) files

Use it to play recordings in ARF format (Network-based recordings). Use the player to convert recording to Windows Media Format (.wmv), Flash format (.swf), or MPEG-4 format (MP4). No editing is supported in the player. Basic editing is supported on the recording properties on your WebEx service Web site, such as truncating the beginning or end of the recording, and removing

panels such as video, chat, etc.

WebEx Recorder and Player for Recording Format (.wrf) files

This is a standalone recorder and player that allows you to save recordings in the WebEx proprietary WRF format on your computer. You can also use it to record applications or your computer to create software demonstrations, training, and so on. You can then upload recordings to your WebEx site and share them with others by sending them the provided streaming/download URLs.

WebEx Recording Editor

Use this tool to add, delete, or rearrange parts of a recording in WRF format.

For detailed information about using each of these players, see the user guides on the Support page of your WebEx service site.

Q. What do I need to play recordings?

A. To play WebEx recordings you should have a sound card; to play recordings on the Web you should have an Internet connection.

To record teleconferences when using WebEx stand-alone recorder, you should also have:

- A computer headset (presenters only)
- A phone headset (preferred over regular phone handsets for presenters who speak during a teleconference)
- A phone recording adapter

Note: this is required to connect your phone to your computer. WebEx recommends the DynaMetric TLP-120 or TMP-636 adapters; the TMP-636 adapter supports bi-directional audio which is useful for recording audio that contains UCF rich media.
- A universal amplifier (WebEx recommends the Plantronics MX10 universal amplifier and headset)

Q. Can I play WebEx recordings with any multimedia player?

A. Yes, but you must first download the recording from the WebEx service Web site and convert it to Windows Media File (.wmv) format, Flash (.swf) format, or MPEG-4 format (MP4). To convert a network-based recording (.arf) to Windows Media File (.wmv) format, Flash (.swf) format, or MPEG-4 format (MP4), use the WebEx Network Recording Player.

Note: The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.

To convert a local recording (.wrf) to WMV format, use the WebEx Recording Editor.

Q. How can I get the WebEx recorder, editor, and players?

A. If you have an account on your WebEx site:

1. On the navigation bar at the left, click **Support**.
2. Click **Downloads**.
3. Scroll down to the Recorders and Players section and click **Recording and Playback**.

4. Download the desired player.

Q. How do I convert WebEx network-based recording files (ARF) to Windows Media File format (WMV) , Flash format (SWF), or MPEG-4 format (MP4)?

A. Start the WebEx Network Recording Player and open your ARF file. Select **File > Convert Format** and select the desired format. Select the desired configuration in the dialog that pops up and select **Convert**.

Note: The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.

Q. When I try to convert my ARF file to MP4 format, I'm asked for a URL, username, and password. What should I enter?

A. The URL you should enter is your WebEx site; for example, company.webex.com. The username and password should be your WebEx username and password.

Note: The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.

Q. My WebEx site requires that I sign in through my company website (through single sign-on) and I don't have a WebEx username and password. What should I do if I want to convert ARF files to MP4 format?

A. Converting ARF files to MP4 format is not currently supported for WebEx sites integrated with single sign-on.

Q. How do I connect the DynaMetric adapter to my computer and phone?

A. To connect the adapter to phone:

1. Unplug your phone handset or headset from the phone jack and connect the DynaMetric telephone cord to the jack.
2. Plug the phone handset or headset into the DynaMetric adapter.
3. Plug the DynaMetric gray audio cable into your computer's microphone jack. (If you are using the DynaMetric TMP-636, plug the black cable into the computer's headphone jack.)

Network-Based Recording

Q. What is network-based recording (NBR) or "Record on Server"?

A. Network-based recording (NBR) is a recording option available to WebEx customers on release WBS25 or later. Network-based recording enables you to capture all meeting content, including WebEx integrated audio, VoIP audio, or third-party audio conference for later playback and sharing. NBR recordings are saved to WebEx high-availability storage servers, making it easy to access all meeting content.

Unlike the stand-alone WebEx Recorder for WRF format files, network-based recording is managed completely within the WebEx client and does not require the use of additional hardware, such as a phone recording adapter to record the teleconference. Network-based recording also provides basic editing capabilities through your WebEx service site, without requiring the use a video-editing application.

Q. Which centers can use network-based recording?

A. WebEx Meeting Center, Event Center, Sales Center, Support Center, and Training Center.

Q. Which operating systems are supported for a host using network-based recording?

A. A host using network-based recording can use the Windows, Mac, Linux, and Solaris operating systems.

Q. Do I need any additional hardware to use network-based recording for my meetings?

A. No, you can simply get it enabled on your site. In the Meeting Manager you can record all your meeting actions, including the teleconference.

Q. What is the typical size of a one-hour recording?

A. The size will vary depending on the action during the meeting. Typically, a meeting that does not contain video usage ranges from 15 to 40 MB. A meeting with video usage can range in the 250MB size.

Q. How long until my recordings are available for viewing or distribution?

A. Usually, recordings are available between 30 minutes and up to 24 hours after the end of your meeting.

Q. Where can I find my recordings?

A. Your recordings are posted to the My Files section of My WebEx, in the **My Recordings** tab.

Q. How do I get the WebEx Network Recording Player?

A. You can download the WebEx Network Recording Player by going to **Support > Downloads > Recording and Playback**.

Q. How do I publish my recording to my attendees?

A. Once your recordings are posted to the My Files section in My WebEx, a streaming URL is generated that can be sent via email, posted to your WebEx service Web site, or posted to any other Web site.

Q. Does network-based recording capture all the content of the meeting?

A. It records the full attendee-view of the meeting, so it captures the following:

- All public chat
- All data including annotations, polls results that are shared, and notes (requires publishing)
- Presenter video (requires at least one attendee present in the meeting)
- WebEx Audio (VoIP and telephony) and third-party audio

It does not capture the following:

- All private chat to the host
- Poll results not shared by the host
- Breakout sessions (Training Center), Media Viewer (Event Center), Closed Captioning (Meeting Center), and Practice Rooms (Event Center) panels are not recorded or played back
- When recording multi-point video, only the presenter's video is recorded and played back

Q. Does network-based recording capture third-party audio?

A. Yes. By entering your third-party conference number in the start recording process, you can capture third-party audio in your recording.

Q. Does network-based recording capture VoIP and Audio Broadcasting?

A. Yes, first start the recording and then start your audio selection.

Q. Can I pause the recording when I am recording on the server?

A. Yes. A Pause button is available in the Recorder panel when you are recording on the server.

Q. I cannot play my network-based recording file on the latest WebEx Network Recording Player after my site was upgraded. What should I do?

A. Starting in WBS28.9, a new audio engine was introduced in the WebEx Network Recording Player, and an old audio codec was removed. Due to those changes, network-based recording files (.arf) that were created on a release earlier than WBS27.12 (earlier than March 2010) and **use VoIP-only audio** can no longer be played on the latest Network Recording Player (they can still be played on earlier versions of the WebEx Network Recording Player). Network-based recordings that use VoIP-only audio and that were created after WBS27.12 can be played on the latest release using the new player with no issues. Network-based recordings that use hybrid audio (mix of VoIP and telephony or telephony only) are not impacted. If you still have access to an older version of the Network Recording Player, you can convert your recording file (.arf) to standard video format such as Windows Media File (.wmv) format, Flash (.swf) format, or MPEG-4 format (MP4).

Note: The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.

Playing Recordings

Q. Are recordings streamed or downloaded to my computer?

A. As the recording owner (meeting host), you can choose either to stream the recordings by selecting the streaming link or to download the recording file to your computer by selecting the download link. If you do not own the recording, you can ask the host to send you the recording streaming and download links.

Q. Can I play a recording if my computer is not connected to the Internet?

A. Yes. You need to download and install the appropriate stand-alone player. Click **Support > Download > Recording and Playback** .

To play back network-based recordings (.arf), install the WebEx Network Recording Player for Advanced Recording Format Files. To play back local recordings (.wrf), install the WebEx Recorder and Player for WRF Format files.

Q. I cannot play my local recording file on the latest WebEx Recorder and Player after my site was upgraded. What should I do?

A. Starting in WBS28.9, a new audio engine was introduced in the WebEx Player and WebEx Recording Editor. An old audio codec was also removed from these applications. Due to those changes, local recording files (.wrf) that were created on a release earlier than WBS27.12 (earlier than March 2010) can

no longer be played on the latest WebEx Player or WebEx Recording Editor (they can still be played on older versions of these applications). Local recordings that were created after WBS27.12 can be played on the latest release using the new player with no issues.

If you still have access to an older version of the WebEx Recording Editor, you can convert your local recording file (.wrf) to a standard video format—Windows Media File (.wmv).

Creating and Publishing Recordings

Q. Can I record everything that happens in a WebEx meeting, event, or session?

A. Yes. You can record the audio, video, desktop sharing, annotations, chat, and so on.

Q. How do I record a WebEx meeting, event, or session?

A. Just start or join your WebEx meeting, event, or session, and then from the **Meeting** menu in Meeting Center and Sales Center, the **Event** menu in Event Center, or the **Session** menu in Training Center, select **Start Recording**.



In Support Center, you can click the Recording button from the floating icon tray.

Note: If you are an attendee you can record if your presenter has enabled recording for you.

Q. After I record a WebEx meeting, what happens to the recording?

A. If you used network-based recording (Record on Server) you can find your recordings in the My Files section of the My WebEx page of your WebEx service site, in the **My Recordings** tab.

My WebEx Files Welcome

My Documents | **My Recordings** Refresh ?

Meetings | [Events](#) | [Sales Meetings](#) | [Training Sessions](#) | [Miscellaneous](#)

Find recordings Site storage 86% of 147GB

Total: 19 recordings

Topic	Size*	Create Time ▲	Duration	Format	
Design review-20080801 2009	5.36MB	8/1/08 1:32 pm	11 minutes	ARF	
Review schedule-20080801 1817	765.0KB	8/1/08 11:33 am	1 minute	ARF	

Q. How do I make my recording available to others?

A. Recordings made using network-based recording (Record on Server) will be in your WebEx service Web site under **My WebEx > My Files > My Recordings** tab. Each recording has a streaming/download link that you can email to others right from the recording list.

Clicking the Send Email icon opens the Share My Recording dialog box and allows you to send emails to others so they can view the recording.

My WebEx Files Welcome

My Documents | **My Recordings** Refresh ?

Meetings | [Events](#) | [Sales Meetings](#) | [Training Sessions](#) | [Miscellaneous](#)

Find recordings Site storage 86% of 147GB

Total: 19 recordings

Topic	Size*	Create Time ▲	Duration	Format	
Design review-20080801 2009	5.36MB	8/1/08 1:32 pm	11 minutes	ARF	
Review schedule-20080801 1817	765.0KB	8/1/08 11:33 am	1 minute	ARF	

You can also publish the playback/download link for your recording on your web site for others to access. For details, see the *Streaming Recordings on Your Web Site* guide on your Support page.

Q. Can I record an Internet phone (VoIP) conference?

A. Yes.

Q. Can I record WebEx meetings that contain UCF multimedia?

A. Yes. To record the audio from UCF files at the same time that you record audio from a WebEx meeting, use an adapter such as the DynaMetric TMP-636 or Plantronics MX-10. This allows you to send the sound from your telephone through your computer's sound card. To record video or Flash files, turn off hardware acceleration (or video overlay) on your computer's video card. For details, see the Windows Media Player online help.

Q. How can I improve the quality of the audio when using local recording?

A. If audio quality is poor or if there is no audio, make sure that:

- You used the WebEx Audio Setup Wizard to test your volume.
- If you are recording audio from a source other than a microphone, start the recorder and select the

correct recording source.

- If you hear “clicks and clacks” during playback, you may be using an older version of the WebEx Player. Re-install the player on your computer and try again.

Q. What audio compression and sampling rates does WebEx support? Which ones should I use?

A. WebEx supports the following audio recording formats:

- G.723 (8 kHz) This is the default setting; it is optimized for streaming over the Internet.
- PCM (8 kHz, 22 kHz, 44 kHz) This results in higher audio quality but much larger file sizes. This is recommended only for recordings that you distribute on a CD-ROM.

Q. How large are recording files?

A. A one-hour recording is typically between 15 and 40 MB. The size varies depending on whether you have included chat sessions, notes, video, and other features in your recording.

Editing Recordings

Q. Can I edit recordings?

A. Yes. For recordings that were created using the WebEx WRF Player or the WebEx Recorder, Player, and Recording Editor, you can use the WebEx Recording Editor to add, delete, or rearrange recorded data. You can also specify segments in the recording, much like tracks on a CD, so that you can quickly navigate to a specific point during playback. You can download the WebEx Recording Editor from your Support page.

For recordings that were made using network-based recording (Record on Server), basic editing can be done on the Recording Properties page under **Playback control**, such as specifying a different start and end time for the playback, and omitting specific panels (Participants, Chat, etc.) from the playback.

Playback control:

Panel Display Options

Chat Q&A Video Polling Notes File Transfer

Participants Table of Contents

Recording Playback Range

Full playback
 Partial playback

Include NBR player controls

If additional editing is required, you can use the WebEx Network Recording Player to convert the recording to a Windows Media File (.wmv) format, Flash (.swf) format, or MPEG-4 format (MP4), and then use third-party editing tools to edit the file.

Note: The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.

Q. Can I dub the recording audio?

A. Yes, but this feature is only available for local recording (.wrf). “Dubbing” is where you copy all or part of a recording. To dub a recording:

1. Use the WebEx Recording Editor to open the WebEx recording.
2. Use the Current Location Indicator to specify where you want to start dubbing.
3. From the **Tools** menu choose **Dub Audio**.
4. If you would like audio dubbing to end automatically at the certain point, specify the end point end point.
5. Click **OK**.

Q. Can I insert markers into a recording?

A. Yes, but this feature is supported only in the stand-alone WebEx Recording Editor. You can use markers to specify certain points in the recording. During recording, press the **Ctrl-Alt-M** keys on your keyboard to insert markers.

WebEx-enabled TelePresence Meetings

Q. Can I record a WebEx-enabled TelePresence Meeting?

A. Yes, starting with WBS29, you can record video, audio, sharing, chat, and polling for WebEx-enabled TelePresence meetings. Just press **Record** as you normally would in your WebEx meeting and your recordings will appear in your **My Files > My Recorded Meetings** list in the MyWebEx setion.

- **File format:** WebEx-enabled TelePresence meeting recordings will be in MP4 format.
- **Viewing recordings:** You can view your recordings from your **My Recorded Meetings** list by selecting the **Play** button. Our streaming player will allow you to see screen sharing, the video camera feeds, the participant list, chat, and polling.
- **Downloading recordings:** You can download the screen sharing and audio portion of your meeting as one MP4 file, which can be played back in most standard video players.
- **Editing recordings:** To edit a recording, you can download the MP4 file and use your own MP4 video editor.
- **Audio map:** A new feature of our streaming player shows the time each person is talking (up to six people). You can use the audio map to navigate to key places in the meeting where each participant is talking.

If you are a participant, you can record the meeting if the host has enabled recording for you.

Known Issues and Workarounds

Q. What are the known issues?

A. These are the known issues:

- New recordings created using a version 2.1 or later recorder will not play in pre-2.1 players, so be sure to upgrade to and download the latest player.
- You cannot use the recording editor to combine pre-2.1 WRF files with 2.1 WRF files.
- The Solaris player does not play audio from WebEx Internet phone conferences.
- If a host starts a meeting, shares his webcam video, and starts recording the meeting with no other participants, the video playback in the recording may have long periods of time where the video is frozen.

Q. Why does a security message appear when I play a recording?

A. A security message appears when you try to play a recording from the Web. The Windows operating system displays this message to let you know that a plug-in for your Web browser is about to be installed.

When you see the message, just click **Yes** in Internet Explorer to allow the WebEx Player installation to continue. The plug-in does not pose a security threat to your computer or network.

Q. Is the WOT format still supported?

A. WOT is the original format for WebEx recordings. You can continue to use the WebEx WOT Player to play recordings in this format, however the latest WebEx Player can play only recordings in the WebEx Recording Format (WRF).

Q. I see a black screen when I try to record an application. What can I do?

A. You are most likely recording an application that uses video overlay, such as an applications that play video files. To record these applications, turn off hardware acceleration (or video overlay) on your computer's video card. To turn off hardware acceleration, see the Windows Media Player online help.

Q. I converted my network-based recording file (ARF) to Flash format (SWF) but I can't play it on my Flash Player. What can I do?

A. If you are using Adobe Flash Player version 11.4 or later, you must update your WebEx Network Recording Player to version WBS28.9 or later. After you update your WebEx Network Recording Player, you can convert your ARF file to SWF format by selecting the **High key frame rate** conversion option.

Last updated September 23, 2013

My WebEx Release Notes

Version: WBS29.1

Date: October 23, 2013

My WebEx is your personal productivity tool for managing your WebEx online sessions, files, recordings, reports, contacts, and your WebEx profile.

Features

Note: depending upon the features that are enabled for your WebEx site and user account, some of these features may not be available to you.

My Meetings	<p>Provides a list of all the online meetings that you are hosting and attending. You can view the meetings by day, week, or month, or you can view all meetings.</p> <p>This page also allows you to go to your Personal Meeting Room or start a One-Click meeting.</p> <p>In this version, the My Meetings page in My WebEx now has a tabbed layout, with sortable columns to allow hosts to more conveniently find and start their meetings. Tabs are provided for Daily, Weekly, Monthly, and All Meetings views, as well as an option to include past meetings in the view.</p>
Productivity Tools Setup	<p>Lets you set up a meeting that you can quickly start at any time, as often as you want. If you install WebEx One-Click, you can start your One-Click Meeting right from your desktop, using the WebEx One-Click panel or one of the One-Click Meeting shortcuts.</p>
My Computers	<p>On the My Computers page you'll find your link to Access Anywhere, the tool that allows you to remotely access unattended computers. Using Access Anywhere is almost like sitting at another computer even though you may be thousands of miles away. Once you set up a remote computer to use Access Anywhere, return to the My Computers page to quickly access the computer at any time.</p>
My Files	<p>Store files related to your WebEx sessions on your My Files page and then access these files from any where using your Web browser. My Files has four components:</p> <ul style="list-style-type: none"> • My Documents: a place to store folders, files, presentations, and documents. • My Recordings: stores WebEx recordings. • My Event Recordings: a place to store WebEx Event Center recordings. • My Training Recordings: a place to store WebEx Training Center recordings.
My Contacts	<p>Allows you to view or maintain information about your contacts in your address book.</p>
My Profile	<p>The My Profile page lets you specify your personal contact information and customize and personalize your WebEx services.</p>
Personal Conferencing	<p>Allows you to add up to three personal conference number (PCN) accounts. You can edit</p>

My WebEx Release Notes

	a PCN account at any time to change the following: <ul style="list-style-type: none">• The access code that you want to use to start a teleconference• The access codes that you want participants to use to join the teleconference
My Reports	Access a variety of usage and activity reports for your WebEx sessions on your My Reports page.

Last updated August 24, 2011

UCF Toolkit FAQs

Version: WBS29.1

Date: October 23, 2013

Universal Communications Format (UCF) Toolkit is a WebEx utility that allows you to create rich media presentations. This document contains the most frequently-asked questions about using these files in WebEx.

General Questions

- Q. [What is UCF?](#)
- Q. [What do I need in order to play rich media content files?](#)
- Q. [How can I quickly get started using rich media content files?](#)
- Q. [Can rich media content negatively impact my WebEx sessions or network capacity?](#)
- Q. [Can I turn off the UCF rich media capabilities if I am concerned about bandwidth?](#)

Working with UCF Files

- Q. [Can I share rich media content files during WebEx meetings?](#)
- Q. [Can I record WebEx sessions that contain rich media content files?](#)
- Q. [What is the difference between inserting files and using a URL? Which method do you recommend?](#)
- Q. [What file formats supported for each media type?](#)

Known Issues and Workarounds

- Q. [What are the known issues of using rich media content files?](#)
- Q. [Can I use UCF files on Macintosh, Solaris, or Linux computers?](#)

General Questions

Q. What is UCF?

A. UCF is a special file format you can use to display rich media files in WebEx sessions, as well as share any type of document, including PowerPoint and Excel files. UCF files can contain the following types of rich media content:

- WebEx WRF recordings (for more information about WRF files, see [Recording and Playback FAQs](#))
- Video
- Audio
- Flash files
- Web pages
- 3rd-party rich media content (through partner integration)

The WebEx Universal Communications Toolkit contains a plugin for Microsoft PowerPoint that you can use to create and share UCF files. In addition, the toolkit includes the WebEx Document Manager, which is an offline viewer for UCF files.

For more information about the toolkit, see the UCF Getting Started guide on the Support page of your WebEx service site.

Q. What do I need in order to play rich media content files?

A. Your computer should meet the following system requirements.

(Windows)

- Windows 98, 2000, XP, or Vista
- Internet Explorer 6, 7
- Macromedia Flash player 6 or later (for Flash files)
- Windows Media Player 9 or later (for most audio and video files)
- QuickTime 6 or later (for QuickTime and other audio and video files not supported by Window Media Player)

(Macintosh)

- Mac OS X 10.3, 10.4 (Meeting Center only)
- QuickTime 6 or later (for QuickTime movies)

Q. How can I quickly get started using rich media content files?

A. To make sure that your computer is properly set up, when you schedule a meeting, select the **Request that attendees verify rich media players** option, and WebEx will ask your attendees to test their computers before they join your session.

Q. Can rich media content negatively impact my WebEx sessions or network capacity?

A. WebEx uses a variety of techniques to minimize the impact to WebEx sessions. Although sharing rich media content can increase network utilization, under normal conditions, the impact to network traffic is negligible.

Q. Can I turn off the UCF rich media capabilities if I am concerned about bandwidth?

A. Yes. Ask your WebEx site administrator to disable UCF rich media for your service site.

Working with UCF Files

Q. Can I share rich media content files during WebEx meetings?

A. Yes. Just make sure that all attendees have a media player installed on their computers; to prepare for a meeting where you use rich media content files:

- Use the Advanced meeting scheduler and click **Invite Attendees**.
- On the Invite Attendees page, select the **Request that attendees verify rich media players** option. If this option is selected, when your attendees join the session, they will be asked to test their systems to make sure that they can play rich media files.
- On the Meeting Options page, select the **Enable UCF rich media for attendees** option.
- When you create your presentation, preview the slide presentation to ensure that the playback controls are visible.

Q. Can I record WebEx sessions that contain rich media content files?

A. Yes. To record the audio from UCF files at the same time that you record the audio from a teleconference, use a telephone transmit and receive patch such as the DynaMetric TMP-636 or Plantronics MX-10. This allows you to send the sound from your telephone through your computer sound card. To record video, make sure to turn off hardware acceleration (or video overlay) on your computer video card. For details, see the Windows Media Player online help.

Q. What is the difference between inserting files and using a URL? Which method do you recommend?

A. Insert a URL to create a link to a file that is stored on a Web server or streaming server. When you insert a file, you are including a file that is stored on your computer or another computer in your network.

Note: If you insert a rich media content file and want to send it to another person, you must also send the file; "zipping" the presentation and the files together is an easy way to do this. If you use Document Manager from the UCF Toolkit, you can save the rich media content inside the UCF file (called embedding) when saving the UCF file. In this case, you need to send only the UCF file itself to the other person.

Q. What file formats supported for each media type?

A. WebEx UCF supports these types of files:

Media type	Formats	OS	File extensions
Web pages	Any supported by Internet Explorer, for example, HTML, ASP, PHP	Windows	*.html, *.htm, *.asp, *.php
WebEx recordings	WebEx WRF File	Windows	*.wrf
Audio	Advanced Streaming Format (ASF)	Windows	*.asf
	Windows Media Audio (WMA)	Windows	*.wma
	MPEG Audio Layer-3	Windows	*.mp3
	MPEG Audio Layer-2	Windows	*.mp2, *.mpv2
	MPEG Audio	Windows	*.mpa
	Musical Instrument Digital Interface (MIDI)	Windows	*.mid, *.midi, *.rmi
	UNIX Audio (AU)	Windows	*.au
	Sound (SND)	Windows	*.snd

	Audio for Windows (WAV)	Windows	*.wav
	CD Audio (CDA)	Windows	*.cda
	Audio Interchange File Format (AIFF)	Windows	*.aiff, *.aif, *.aifc
Video	Advanced Streaming Format (ASF)	Windows	*.asf
	Windows Media Video (WMV)	Windows	*.wmv
	Audio Video Interleave (AVI)	Windows	*.avi
	MPEG	Windows	*.mpg, *.mpeg, *.m1v, *.mpe
	QuickTime movie	Mac OS, Windows	*.mov, *.qt
Flash	Flash	Windows	*swf

Known Issues and Workarounds

Q. What are the known issues of using rich media content files?

A. Here is a list of known issues:

- For WebEx recording, audio, and video files, when you click **Pause**, the recording does not always pause at exactly the same place on all attendee computers.
- If you mute the audio in a UCF file, you will also mute audio for all applications on your computer, except on Windows Vista.
- If you share a presentation that contains UCF files on a computer that has Microsoft Office XP SP1 or SP2, and you have the Office XP macro security level set to "High" or "Medium", you will not be able to import the PowerPoint presentation into a WebEx session.
- If you have problems viewing ASF files on computers with Windows Media Player 9, upgrade to the latest version of Windows Media Player 9.
- Sharing QuickTime movies using the URL method requires QuickTime 6 or later.
- Animated images in GIF or PNG format display only the first image of the animation.
- Some types of images in StarOffice presentations may not appear.
- In PowerPoint, if you animate text by word or letter, a 10% delay occurs between words or letters, regardless of the value that you set.
- In PowerPoint, if you choose the "Group text by paragraph" option, paragraph animations may appear out of order.
- The PowerPoint chart animation "Group chart by unit" option is not supported.
- UCF does not support dimming general shapes such as charts, clip art pictures, 3D models, tables, WordArt pictures, diagrams, and OLE objects.
- For general shapes, UCF does not support color change animations.
- The PowerPoint animation options for "Repeat until end of slide" and "Repeat until next click" are

not supported when you share presentations.

- If you share a presentation that was created using PowerPoint XP or later on a computer that is running PowerPoint 2000, the first slide's master is used for all slides even if the slides have different masters.
- The quality of certain high resolution images in UCF media files may be degraded when you share presentations.
- Shadows set with the PowerPoint Shadows Settings toolbar do not display during meetings, however shadows created with the default shadow settings do appear.
- The following motion effects do not function as they do in PowerPoint slide show mode: Bounce Left, Bounce Right, Curved Square, and Stairs Down.
- In presentations created using PowerPoint versions prior to PowerPoint 2003, transparent portions of some images may be displayed as solid white regions.
- Animations in master slides are not supported.
- The PowerPoint "Change font animation" feature is not supported.
- Adobe Acrobat PDF custom fonts do not display; a default font displays instead.
- Fonts that are embedded into PowerPoint presentations are only displayed properly if the same font is installed on the presenter's computer; otherwise the default font displays instead.
- WebEx Meeting Manager performance on a participant's computer can be impacted by playing Flash files during a session.
- You cannot pause or stop interactive Flash files.

Q. Can I use UCF files on Macintosh, Solaris, or Linux computers?

A. See the above table of supported file types for details.

Last updated November 18, 2011

Productivity Tools Release Notes

Version: WBS29.1

Date: October 23, 2013

These release notes describe the WebEx Productivity Tools features, supported versions, known issues, and limitations.

See these topics:

- [What's New in WBS29?](#)
- [WebEx Productivity Tool Support](#)
- [Known Issues/Limitations](#)

For additional information, see the [Productivity Tools FAQs](#).

What's New in WBS29?

TelePresence integration support

The following Usability improvements have been made for scheduling and starting WebEx-enabled TelePresence meetings with WebEx Meeting Center and Cisco TelePresence using WebEx Productivity Tools and Microsoft Outlook:

- Help bubbles and tooltips are displayed the first time a user creates an WebEx-enabled TelePresence meeting
- The WebEx and TelePresence meeting options panels are collapsible
- If you schedule a WebEx-enabled TelePresence meeting and then open it again, status indicators show whether a WebEx meeting has been added and whether TelePresence rooms have been reserved or video call-in participants have been added for the meeting.

Your system must meet the following requirements to use WebEx Productivity Tools for scheduling WebEx-enabled TelePresence meetings:

- Cisco TelePresence Management Suite (Cisco TMS) version 14.3
- Cisco TelePresence Management Suite Extension for Microsoft Exchange (Cisco TMSXE) version 3.1
- Cisco Unified Communications Manager (Cisco UCM) version 8.6.2 or 9.1
- Cisco TelePresence Server (Cisco TS) version 3.1 (version 3.0 is still supported for WebEx Audio but not for audio from other teleconference service providers.)
- Cisco TelePresence Video Communication Server (Cisco VCS) version 7.2.2

WebEx Productivity Tool Support

Microsoft Outlook Support

Microsoft Outlook Version/ Microsoft Exchange Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8
Microsoft Outlook 2000 SP3/ Microsoft Exchange Server 2000	Yes	Yes	Yes	No	No	No
Microsoft Outlook XP SP2/ Microsoft Exchange Server 2003	Yes	Yes	Yes	Yes	Yes	No
Microsoft Outlook XP SP3/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	Yes	No
Microsoft Outlook 2003 SP1, SP2/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	Yes	No
Microsoft Outlook 2007/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	Yes	No
Microsoft Outlook 2010 (32 bit and 64 bit)/ Microsoft Exchange Server 2007 (supported in WBS27LSP19 and later)	No	Yes	Yes	Yes	Yes	No
Microsoft Outlook 2010 (32 bit and 64 bit)/ Microsoft Exchange Server 2010	No	Yes	Yes	Yes	Yes	Yes
Microsoft Outlook 2010 (32 bit and 64 bit)/ Microsoft Office 365 Hosted Exchange Server	No	Yes	Yes	Yes	Yes	Yes
Microsoft Outlook 2013 / Microsoft Exchange 2013	No	No	No	No	No	No (Tested with Preview)

IBM Lotus Notes Support

IBM Lotus Notes Version/ Domino Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7
IBM Lotus Notes/Domino Server 6.5.3, 6.5.4, 6.5.5, 7.0.0, 7.0.1, 7.0.2	Yes	Yes	Yes	No	No
IBM Lotus Notes/Domino Server 8.0.0, 8.0.1	No	Yes	Yes	Yes	Yes
IBM Lotus Notes 8.5.1, 8.5.2 (32 bit, In Notes)/ Domino Server 8.5 (supported in WBS27LFR14 and later)	No	Yes	Yes	Yes	Yes

Instant Messenger Support

Instant Messenger Name and Version	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7
Yahoo Messenger 7.0-8.3, 9.0, 10	Yes	Yes	Yes	Yes
AIM 5.5-6.9.13.4, 7.0.8.15, 7.3.6.4	Yes	Yes	Yes	Yes
Skype 3.1-3.8, 4.0.0.224, 4.2	Yes	Yes	Yes	Yes
Google Talk 1.0.0.105, latest version	Yes	Yes	Yes	Yes
IBM Lotus Sametime 7.0, 7.5, 8.0	Yes	Yes	Yes	Yes
IBM Lotus Sametime 8.0, 8.5.1, 8.5.2 (embedded in Lotus Notes)	Yes	Yes	Yes	Yes
Microsoft Office Communicator 2005, 2007, 2007 R2	Yes	Yes	Yes	Yes
Windows Messenger 2009	Yes	Yes	Yes	Yes
Windows Messenger 4.7	Yes	Yes	No	No
MSN Messenger 5.1-8.5	Yes	Yes	Yes	Yes
Microsoft Lync Communicator (supported from WBS27LSP32)	No	Yes	Yes	Yes

Microsoft Office Support

Microsoft Office Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7
Microsoft Office 2000	Yes	Yes	Yes	No	No
Microsoft Office XP, 2003, 2007	Yes	Yes	Yes	Yes	Yes
Microsoft Office 2010 (32 bit and 64 bit) (supported in WBS27 SP17 EP4 and later)	Yes	Yes	Yes	Yes	Yes

Browser Support

Browser Name and Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7
Microsoft Internet Explorer 6.0	Yes	Yes	Yes	No	No
Microsoft Internet Explorer 7.0	Yes	Yes	Yes	Yes	No
Microsoft Internet Explorer 8.0	Yes	Yes	Yes	Yes	Yes
Microsoft Internet Explorer 9.0	Yes	Yes	Yes	Yes	Yes
Microsoft Internet Explorer 10.0	Yes	Yes	Yes	Yes	Yes
Mozilla Firefox 2–10	Yes	Yes	Yes	Yes	Yes
Mozilla Firefox 17 (supported from WBS28.0)	No	Yes	Yes	Yes	Yes

Citrix Support (WBS26 SP45 to WBS28)

Citrix Version	Integration to Microsoft Outlook 2010	Integration to Lotus Notes 8.5.3
Citrix XenDesktop 5.5	Yes	Yes
Citrix XenApp Share Desktop 6.0	Yes	Yes

Known Issues/Limitations

Note: The issues noted here affect all WebEx services unless specifically noted.

Cross-platform support	Productivity Tools are available only for the Microsoft Windows platform; they are currently not available on the Mac, Linux, Unix, and Solaris platforms.
------------------------	--

Integration to
Microsoft Outlook

- If a single occurrence of a recurring WebEx meeting is either deleted or rescheduled, the meeting information is not updated on the WebEx service site. In the host and attendee's Outlook calendars, however, the deleted or rescheduled meeting still appears correctly.
- Attendee registration can not be enabled for recurring WebEx meetings scheduled using Outlook integration.
- If a template used during Outlook integration has the **Mute on Entry** option turned on, you will still hear a sound as attendees join the session.
- If the Outlook software has different time zone settings as compared to the WebEx site, a WebEx meeting that is scheduled using the Outlook integration will not show up correctly on WebEx site. On the host and attendee's Outlook calendars, however, the time zone for the meeting schedule still appears correctly.
- A Sales Center meeting that is scheduled using the Outlook integration has the following limitations:
 - It is not possible to assign an account and an opportunity.
 - It is not possible to invite an attendee as sales team attendee.
- A Training Center meeting that is scheduled using Outlook integration has the following limitations:
 - It is not possible to specify "Listed for authorized users only"
 - It is not possible to reserve Hands-on Lab computers.
 - It is not possible to specify a registration close date and a maximum number of registrations.
 - It is not possible to invite attendees as presenters into the training session.
 - It is not possible to assign attendee privileges.
 - It is not possible to edit the type of email messages you want to send when different events happen.
 - It is not possible to add tests and course material.
 - The option to join a meeting before the host is not available for recurring Training Center sessions.
- An Event Center meeting that is scheduled using Outlook integration has the following limitations:
 - It is not possible to assign a program.
 - It is not possible to assign multiple time zones to an event.
 - It is not possible to add event options such as uploading a host or presenter's image, uploading event material, UCF auto play options, etc.
 - It is not possible to add presenters and panelists.
 - It is not possible to edit email template options for an event.
 - The option to join a meeting before the host is not available for recurring Event Center sessions.
- If you schedule a meeting using Microsoft Outlook and then change the meeting information on the WebEx service site, your changes will not appear

	<p>in Outlook.</p> <ul style="list-style-type: none"> • If you select multiple meetings in Outlook and delete or move them at the same time, those changes will not appear on your WebEx service site. • If you schedule a new meeting in Outlook by copying an existing meeting, a new meeting is not created on the WebEx service site. Instead, the same WebEx meeting link is shown on both the original and the copied meeting. • The Attendee access code (Listen only) is not displayed for Audio-only meetings scheduled using Outlook integration. • Importing your company address book into your WebEx contacts is not supported with Microsoft Outlook 2010 64-bit.
Lotus Notes integration	<ul style="list-style-type: none"> • It is not possible to specify TSP telephony while scheduling a WebEx meeting using Lotus Notes Integration. • WebEx Lotus Notes Integration requires a script to be inserted on the Domino database for each user. As a result, a Notes user with "Editor" privileges can not install Lotus Notes Integration by just running an MSI available from the Support page. For a Lotus Notes user with "Editor" privileges, a Domino administrator must insert a WebEx script into the Notes database using the WebEx Lotus Notes Integration Admin Tool. • Using the Lotus Notes Integration MSI file, only a Lotus Notes user with "Manager" and "Designer" privileges can install WebEx Lotus Notes Integration. • If a single occurrence of a recurring WebEx meeting is either deleted or rescheduled, the meeting information is not updated on WebEx service site. In the host and attendee's Lotus Notes calendars, however, the recurring meeting still appears correctly. • When a WebEx recurring meeting is scheduled to recur on alternate weeks (Biweekly, Triweekly, etc.) in a Lotus Notes calendar, the recurring meeting appears to be scheduled on the WebEx service site as occurring weekly rather than recurring on alternate weeks. In the host and attendee's Lotus Notes calendars, however, the recurring meeting still appears correctly. • Attendee registration can not be enabled for recurring WebEx meetings scheduled using Lotus Notes Integration. • If a template used during Lotus Notes Integration has "Mute on Entry" option enabled, you will still hear a sound as attendees join the session. • If the Lotus Notes client has different time zone settings as compared to the WebEx service site, a WebEx meeting that is scheduled using Lotus Notes Integration will not show up correctly on WebEx service site. On the host and attendee's Lotus Notes calendars, however, the time zone for the meeting schedule still appears correctly. • Since Lotus Notes Integration does not use an email template, it is not

possible to configure the content of the host's and attendee's email invitations for WebEx meetings that are scheduled using Lotus Notes Integration.

- A Sales Center meeting that is scheduled using Lotus Notes Integration has the following limitations:
 - It is not possible to assign an account and an opportunity.
 - It is not possible to invite an attendee as a sales team attendee.
- A Training Center meeting that is scheduled using Lotus Notes Integration has the following limitations:
 - It is not possible to specify "Listed for authorized users only"
 - It is not possible to reserve Hands-on Lab computers.
 - It is not possible to specify a registration close date and a maximum number of registrations.
 - It is not possible to invite attendees as presenters into the training session.
 - It is not possible to assign attendee privileges.
 - It is not possible to edit the type of email messages you want to send when different events happen.
 - It is not possible to add tests and course material.
 - The option to join a meeting before the start time is not available for recurring Training Center sessions.
- An Event Center meeting that is scheduled using Lotus Notes Integration has the following limitations:
 - It is not possible to assign Program.
 - It is not possible to assign multiple time zones to an Event.
 - It is not possible to add event options such as uploading a host or presenter's image, uploading event material, UCF auto play options, etc.
 - It is not possible to add presenters and panelists.
 - It is not possible to edit email template options for an event.
 - The option to join a meeting before the start time is not available for recurring Event Center sessions.
- If you schedule a meeting using Lotus Notes and then change the meeting on your WebEx service site, your changes will not appear in Lotus Notes.
- If you select multiple meetings in Lotus Notes and then delete or move them at the same time, those changes will not appear on your WebEx service site.
- If you schedule a new meeting in Lotus Notes by copying an existing meeting, a new meeting is not created on WebEx site. Instead, the same WebEx meeting link is shown on the original and is copied with the meeting.
- The Attendee access code (Listen only) is not displayed for Audio-only meetings scheduled using Outlook integration.
- If host edits a already scheduled Lotus Notes integration meeting and adds an attendee, the attendee information is not posted to WebEx service site. As a result, for such attendees, this meeting will not appear in the list of meetings

	you are invited to in your My WebEx My Meetings list.
TelePresence integration	<p>The following issues apply to the WebEx integration with TelePresence:</p> <ul style="list-style-type: none"> • Scheduling joint meetings—If your administrator has turned on the TelePresence integration for your WebEx site, you can schedule WebEx-enabled TelePresence meetings with Microsoft Outlook for Windows. This option is only available for sites with TelePresence integration turned on. • Adding resources—When you schedule a WebEx meeting with Outlook, if you add either TelePresence rooms or you add extra video call-in participants, a WebEx-enabled TelePresence meeting will automatically be scheduled. If you do not include these resources, the meeting will be only a WebEx meeting. • Time zone, Daylight Savings Time, and meeting recurrence— <ul style="list-style-type: none"> ○ The time zone for the WebEx site must match the time zone for the Cisco TelePresence Management Suite; otherwise the meeting time will not be synchronized. ○ When you make Daylight Savings Time changes between your WebEx site and the Cisco TelePresence Management Suite, it is possible your meeting may be an hour off schedule; if this happens, rescheduling will be required. If this problem occurs with a meeting series where some instances occur before Daylight Savings Times begins and some occur after, it is recommended that you create two meeting series: one meeting series that ends before the Daylight Savings Time begins and a second meeting series that starts after Daylight Savings Time begins. ○ Meeting recurrence changes follow current WebEx behavior, but the recurrence changes will not updated for the TelePresence systems. • Cisco Unified MeetingPlace Audio—The version of WebEx Productivity Tools that supports the WebEx integration with Cisco TelePresence does not support Cisco Unified MeetingPlace Audio. If you have the Cisco Unified MeetingPlace Productivity Tools version installed and if you occasionally want to schedule a combined WebEx and TelePresence meeting using WebEx or TSP audio, you will need to use the Smart Scheduler in Cisco TelePresence Management Suite (TMS) to schedule it. A user cannot have two versions of WebEx Productivity Tools installed at the same time.
WebEx One-Click/Instant messenger integrations/ Microsoft Office integrations	<ul style="list-style-type: none"> • If you use personalized "join" links to automatically populate attendee names and email addresses on the Join Meeting page, some email gateways may truncate the links. Attendees can still click the links, but the links do not automatically allow them to join the meeting; they will have to enter their name and email address before joining the meeting. There is no known workaround at this time. • Using the One-Click user interface, it is not possible to invite an attendee as sales team member or as a panelist. • If the instant messenger integration was installed using a silent installer, the user will need to log out and log back in to their instant messenger to see the WebEx Productivity Tools integration features.

Productivity Tools FAQs

Version: WBS29.1

Date: October 23, 2013

This page contains answers to the most frequently-asked questions about WebEx Productivity Tools. For more information, see the [Productivity Tools Release Notes](#).

For detailed instructions, see the Productivity Tools documentation available on your WebEx service site's Support page.

General Questions

[Q. What are WebEx Productivity Tools?](#)

[Q. What desktop integrations are available using Productivity Tools?](#)

Installation and Configuration

[Q. How can I install Productivity Tools?](#)

[Q. My WebEx service site has automatic installation of Productivity Tools turned off. How can I install Productivity Tools manually?](#)

[Q. My WebEx service site has automatic installation of Productivity Tools turned on, but I don't want to use Productivity Tools. Can I turn off the automatic installation?](#)

[Q. I like some of the Productivity Tools, but I don't want to use all of them. How can I configure Productivity Tools to be available only for my desired desktop applications?](#)

[Q. How can I uninstall Productivity Tools?](#)

[Q. Can I use WebEx Productivity Tools with multiple WebEx service sites?](#)

[Q. I am a Linux desktop or MAC user. Are Productivity Tools available for me?](#)

[Q. Can I implement Single Sign-On through integration with an identity management system, such as CA Siteminder, Sun Java Access Manager, or Oracle Oblix, so my employees can use their LAN credentials to log on to WebEx and not have to maintain separate user IDs and passwords?](#)

Scheduling Meetings using Productivity Tools

[Q. What are the different ways I can schedule meetings using Productivity Tools?](#)

[Q. How do I schedule a WebEx meeting using Outlook or Lotus Notes integration?](#)

[Q. How do I start a scheduled WebEx meeting using Outlook or Lotus Notes integration?](#)

[Q. How do my attendees join my scheduled WebEx meeting using Outlook or Lotus Notes integration?](#)

[Q. I know my preferences \(such as teleconference, join before start, tracking code, etc.\) for WebEx meetings that I schedule using Outlook or Lotus Notes integration. Why do I need to specify these options for every meeting? Can I specify these preferences once so they are available for all future meetings?](#)

Instant Meetings using Productivity Tools

[Q. What are the different options I have to start instant meetings?](#)

[Q. What is WebEx One-Click?](#)

[Q. How can I invite an attendee to a WebEx meeting using One Click?](#)

[Q. Can I join a WebEx meeting using One-Click?](#)

[Q. How can I invite my buddy to a WebEx meeting using an instant messenger integration?](#)

[Q. I already have a WebEx meeting in progress on my desktop—how can I invite my instant messenger buddy to an in-progress meeting?](#)

[Q. What is the best way to start a WebEx meeting from Microsoft Office documents?](#)

Site Administration for Productivity Tools

[Q. I don't want hosts to automatically install Productivity Tools. What are the different options I have for *WebEx Support Center Release Notes and FAQs*](#)

installing Productivity Tools on users' desktops in my company?

Q. Users in my company do not have administrator privileges. How can they install Productivity Tools?

Q. All computers in my company are locked down. How can I install Productivity tools on all users' desktops in my company?

Q. Meetings run by our executives are confidential and sensitive meetings. Employees in my company know the email addresses for executives. How can I prevent employees from joining confidential and sensitive meetings?

Q. I don't want my employees to use instant messenger integrations. Can I pick and choose which Productivity Tools my employees will use?

Q. I don't like the default contextual awareness tips that appear on Schedule a Meeting pages. Can I customize those messages?

Q. What are the best practices for deploying Lotus Notes integration across all computers in my company?

General Questions

Q. What are WebEx Productivity Tools?

A. WebEx Productivity Tools make it very easy for users to start, schedule, invite, and join WebEx meetings from their desktop or from commonly used desktop applications.

Q. What desktop integrations are available using Productivity Tools?

A. The following Productivity Tools are available for use with WebEx services:

- Microsoft Outlook integration
 - IBM Lotus Notes integration
 - One-Click
 - Instant messenger integrations:
 - Yahoo
 - Google Talk
 - Skype
 - AOL AIM
 - Windows Messenger/ Microsoft Office Communicator (OCS)
 - Lotus Sametime
 - Microsoft Office integrations:
 - Word
 - Excel
 - PowerPoint
 - Microsoft Internet Explorer integration
 - Mozilla Firefox integration
-

Installation and Configuration

Q. How can I install Productivity Tools?

A. All that is required is logging on to your WebEx service site. When you log on to your WebEx service site, Productivity Tools are automatically installed on your desktop. If automatic installation is turned off on your WebEx service site, you also have following options to install Productivity Tools:

- Click **My WebEx > Productivity Tools Setup** (on the left navigation bar). The Productivity Tools Setup page appears. Under **On Your Desktop**, click **Download Productivity Tools**.
- In the left navigation bar of your WebEx Service site, under **Support**, click **Downloads**. In the Downloads page, next to the **WebEx Productivity Tools** heading, click **Download Now**.
- Go to the Schedule a Meeting page. At the top of the page, you will see a contextual awareness tip about Productivity Tools. Click on the **Install Productivity Tools** link to install Productivity Tools.

Q. My WebEx service site has automatic installation of Productivity Tools turned off. How can I install Productivity Tools manually?

A. There are multiple options to install productivity tools manually:

- Click **My WebEx > Productivity Tools Setup** (on the left navigation bar). The Productivity Tools Setup page appears. Under **On Your Desktop**, click **Download Productivity Tools**.
- In the left navigation bar of your WebEx Service site, under **Support**, click **Downloads**. In the Downloads page, next to the **WebEx Productivity Tools** heading, click **Download Now**.
- Go to the Schedule a Meeting page. At the top of the page, you will see Contextual awareness tips about Productivity Tools. Click the **Install Productivity Tools** link to install Productivity Tools.

Q. My WebEx service site has automatic installation of Productivity Tools turned on, but I don't want to use Productivity Tools. Can I turn off the automatic installation?

A. Yes. Click **My WebEx > My Profile**. In the Productivity Tools section, turn off the **Automatically download Productivity Tools when logging in to WebEx service site** option.

Q. I like some of the Productivity Tools, but I don't want to use all of them. How can I configure Productivity Tools to be available only for my desired desktop applications?

A. On your desktop, click **Start > Programs > WebEx > Productivity Tools > WebEx Settings**. In the WebEx Settings dialog box, click the **Tools** tab. In the list of available Productivity Tools, turn off the options for the applications you do not want to use Productivity Tools with.

Q. How can I uninstall Productivity Tools?

A. On your desktop, click **Start > Programs > WebEx > Productivity Tools > Uninstall**. You can also uninstall using **Add or Remove Programs** from the Windows Control Panel.

Q. Can I use WebEx Productivity Tools with multiple WebEx service sites?

A. You can not use Productivity Tools with multiple WebEx service sites simultaneously. If you need to switch service sites, click **Start > Programs > WebEx > Productivity Tools > WebEx Settings** and update your site and account information to use Productivity Tools with the new site.

Q. I am a Linux desktop or MAC user. Are Productivity Tools available for me?

A. No. Currently Productivity Tools are available only for Microsoft Windows users.

Q. Can I implement Single Sign-On through integration with an identity management system, such as CA Siteminder, Sun Java Access Manager, or Oracle Oblix, so my employees can use their LAN credentials to log on to WebEx and not have to maintain separate user IDs and passwords?

A. Yes. Refer to the Site Administration document for Productivity Tools on how to configure your WebEx site to implement Single Sign-On (SSO) and integrate with an identity management solution.

Scheduling Meeting using Productivity Tools Questions

Q. What are the different ways I can schedule meetings using Productivity Tools?

A. If you use Microsoft Outlook or IBM Lotus Notes as your email client, you can schedule WebEx meetings directly from the Outlook or Lotus Notes scheduler using Productivity Tools.

Q. How do I schedule a WebEx meeting using Outlook or Lotus Notes integration?

A. You schedule a WebEx meeting with Outlook or Lotus Notes integration the same way you schedule other meetings. In the scheduler, click **Add WebEx Meeting** to add a WebEx meeting to your Outlook or Lotus Notes meeting.

Q. How do I start a scheduled WebEx meeting using Outlook or Lotus Notes integration?

A. When you add a WebEx meeting to your Outlook or Lotus Notes meeting, the meeting on your calendar includes a URL link that you can click to start a meeting.

Q. How do my attendees join my scheduled WebEx meeting using Outlook or Lotus Notes integration?

A. When attendees open a meeting on their Outlook or Lotus Notes calendar, they will see a URL link that they can click on to join the WebEx meeting. Attendees can also click on the URL link in the Outlook or Lotus Notes meeting invitation to join the meeting.

Q. I know my preferences (such as teleconference, join before start, tracking code, etc.) for WebEx meetings that I schedule using Outlook or Lotus Notes integration. Why do I need to specify these options for every meeting? Can I specify these preferences once so they are available for all future meetings?

A. With this release of Productivity Tools, you don't need to specify options for each meeting. There are two ways you can save your preferences for all future meetings:

- When you click **Add WebEx Meeting** while scheduling a Outlook or Lotus Notes meeting, after setting up your preferences in the WebEx Settings dialog box, turn on the **Save as default** option. Your preferences will be saved for all future meetings.
- In Outlook or Lotus Notes, click **WebEx > Account Settings** to open the **WebEx Settings** dialog box. In the WebEx Settings dialog box, click the **Scheduled Meetings** tab. Select your preferences and then click **OK** to save the preferences for all of your scheduled meetings.

Instant Meetings using Productivity Tools Questions

Q. What are the different options I have to start instant meetings?

A. You can start instant meetings with the following Productivity Tools:

- One-Click
- Instant messenger integrations:
 - Yahoo
 - Google Talk
 - Skype
 - AOL AIM
 - Microsoft Office Communicator (OCS)
 - Lotus Sametime
- Microsoft Office integrations:
 - Word
 - Excel
 - PowerPoint
- Internet Explorer integration
- Mozilla Firefox integration

Q. What is WebEx One-Click?

A. WebEx One-Click is a simple way to start and join meetings and to send meeting invitations without logging in to your WebEx service site or navigating Web pages. The WebEx One-Click panel is available from the Start menu, from the One-Click shortcut on your desktop, and from the One-Click icon in the taskbar.

Q. How can I invite an attendee to a WebEx meeting using One Click?

A. Right-click the One-Click icon in the taskbar and click **Open One-Click**. In the One-Click panel, you can either type your contact's email address or click the Address book icon to select your contacts from

your Outlook or Lotus Notes directory. Once you have selected your contacts, you can click **Start meeting** to start a WebEx meeting and automatically send invitations, using your local mail client, to all selected contacts to join the WebEx meeting.

Q. Can I join a WebEx meeting using One-Click?

A. Yes. Right-click the One-Click icon in your taskbar and click **Join a Meeting**. Type the host's email address or the meeting number to join WebEx meeting. You will still need to know the meeting password to join your host's meeting.

Q. Can I start my scheduled WebEx meetings using One-Click?

A. Yes. Right-click the One-Click icon in your taskbar and click **Start a scheduled meeting**.

Q. How can I invite my buddy to a WebEx meeting using an instant messenger integration?

A. Start a instant messenger chat session with your buddy. In the chat window, click **Start a WebEx Meeting** to start a WebEx meeting and then send a meeting invitation to your buddy as a chat message.

Q. I already have a WebEx meeting in progress on my desktop—how can I invite my instant messenger buddy to an in-progress meeting?

A. Start a chat session with your buddy. In the chat window, click **Invite to Meeting** to invite your buddy to an in-progress WebEx meeting.

Q. What is the best way to start a WebEx meeting from Microsoft Office documents?

A. In the toolbar of your Microsoft Office document, spreadsheet, or presentation, click **Share as Application**. Clicking this button starts a WebEx meeting and automatically shares that application. You can invite others to the meeting by clicking the Participants Panel button in the floating icon tray, clicking the Invite or Remind Participants button, and then clicking **Invite by Email** or **Invite by IM**. You can also invite attendees using One-Click or an Instant Messenger integration.

Site Administration

Q. I don't want hosts to automatically install Productivity Tools. What are the different options I have for installing Productivity Tools on users' desktops in my company?

A. You can turn off automatic installation of Productivity Tools with Site Administration options. You can use the following methods to install Productivity tools on all users' desktops:

- Install WebEx Productivity Tools on user's desktops using a software distribution tool, such as Microsoft SMS, IBM Tivoli, WebEx System Management, and so on.
- Request hosts to manually download WebEx Productivity tools from the Download section of WebEx Support pages.

Q. Users in my company do not have administrator privileges. How can they install Productivity Tools?

A. Administrator privileges are not required to install WebEx Productivity Tools. Even standard users with no administrator privileges can install Productivity Tools.

Q. All computers in my company are locked down. How can I install Productivity tools on all users' desktops in my company?

A. Turn off automatic installation and automatic upgrades for Productivity Tools in the WebEx service site administration options. Use a software distribution tool, such as Microsoft SMS, IBM Tivoli, WebEx System Management, and so on, to install Productivity Tools on the all users' desktops in your company.

Q. Meetings run by our executives are confidential and sensitive meetings. Employees in my company know the email addresses for executives. How can I prevent employees from joining confidential and sensitive meetings?

A. Schedule confidential and sensitive meetings as unlisted meetings, and then in the Productivity Tools section of Site Administration, turn off the **Allow users to join unlisted meetings using the host's email address** option.

Q. I don't want my employees to use instant messenger integrations. Can I pick and choose which Productivity Tools my employees will use?

A. Yes. Go to Productivity Tools section of Site Administration. In the list of Productivity Tools, turn on or off Productivity Tool options based on your business needs.

Q. I don't like the default contextual awareness tips that appear on Schedule a Meeting pages. Can I customize those messages?

A. Yes. You can customize messages in the Productivity Tools section of Site Administration.

Q. What are the best practices for deploying Lotus Notes integration across all computers in my company?

A. Other WebEx documents are available that contain information about Lotus Notes deployment. Ask your Client Services Manager to provide the Lotus Notes deployment checklist document and mass deployment guide.

Last updated November 17, 2010

Site Administration Release Notes

Version: WBS29.1

Date: October 23, 2013

These release notes apply only to administrators.

Use the WebEx Site Administration to configure and maintain your WebEx Meeting Center, Event Center, Training Center, Support Center, or Sales Center sites.

See these topics:

- [What's New in Version WBS29.1](#)
 - [Features](#)
 - [Known Issues/Limitations](#)
-

What's New in Version WBS29.1

Support for PayPal

Starting in version WBS29.1, the site administrator will see new selections to the Provider Settings for PayPal Payflow Pro, PayPal Website Payments Pro UK, and PayPal Express Checkout US and Canada for training sessions. End users will see changes in the Payment Information Page for training sessions.

Features

GMT offset display option	The Display GMT offset for time zones in emails and web pages option controls whether the Greenwich Mean Time (GMT) offset, such as "GMT - 8:00," is displayed for time zones and times. If you only work with customers in the U.S. and Canada who are not familiar with GMT, you can disable this option.
Time zone configuration	Time zone labels are now brandable for a site. These labels include the location (for example, "San Francisco") and time zone name (for example, "Pacific Time") and daylight-savings time (DST) label (for example, "Daylight" or "Standard").
Display meetings at actual or scheduled start time	The Display meetings at actual start time, not scheduled time option, which is available for Meeting Center and Sales Center, controls whether a meeting in progress displays on calendars at the scheduled time or the actual start time. To make it easier for attendees to find meetings in progress on calendars, meetings now display at the <i>scheduled time</i> by default. Enabling this option in the site

	administration options will revert to the previous behavior if desired.
Community button option	The Display Community button on navigation bar option controls whether the Community button appears on the horizontal navigation bar. Both hosts and attendees can use this button to access the WebEx Community.
Importing address books into Microsoft Outlook 2010	Importing your company address book into your WebEx contacts is not supported with Microsoft Outlook 2010 64-bit.
Site administration accounts without session type	Site administration accounts can now be created with no session types assigned, and such accounts do not count toward the Named Host limit on a site. Such accounts cannot start a session themselves, but can schedule for another user if given permission to do so by the other user.
Invite by IM and Remind by IM in Quick Start menu	The Presence integration option controls the appearance of the Invite by IM and Remind by IM options in the Quick Start menu in a meeting, and also controls the download of WebEx Connect on Support pages.
Named Host audio-only users	There is now a separate provisioning count for Named Host users who <i>only</i> have the Personal Conference meeting type enabled, that is, users who can only start Personal Conference meetings. This count appears on the site administration Home page.
Account signup confirmation	The Confirmation required for new accounts option requires users who sign up for an account to confirm the request. The user confirms by clicking a link in a follow-up email sent to the address given in the signup form. There are also related options to expire the confirmation page (the default is 3 days), and notify site administrators of a successful confirmation, and to include a security check in the signup form.

Known Issues/Limitations

This section contains known issues and limitations that affect only Site Administration. For more information about the browsers, operating systems, supported by WebEx, and known issues that affect other WebEx services, see Cross-platform Features and Known Issues.

Safari browser support	The Safari browser is not supported for Site Administration on the Mac.
------------------------	---

Global Site Backup Release Notes

Version: WBS29.1

Date: October 23, 2013

These release notes apply only to administrators.

These release notes describe the Global Site Backup (GSB) features.

For additional information, see the user guide on the Support page of your Support Center service site and the [Global Site Backup FAQs](#).

Features

Protection during scheduled and unplanned outages	When your site becomes unavailable, use your backup site to start and join sessions. WebEx GSB backs up your primary site every evening from 6:00 to 9:00 pm Pacific Standard Time. If your primary site needs to be updated, WebEx performs the update between 9:00 p.m. and midnight. Both your primary site and your backup site are available during the backup period.
Automatic redirect	When your primary site goes down, GSB automatically redirects you to the backup site. If you start a meeting on your primary site and your primary site fails, GSB automatically routes you and your attendees to the same meeting on your backup site.

Last updated September 19, 2008

Global Site Backup FAQs

Version: WBS29.1

Date: October 23, 2013

These frequently asked questions apply only to administrators.

This page contains answers to the most frequently-asked questions about Global Site Backup (GSB). For more information, see the [Global Site Backup Release Notes](#).

General Questions

- Q. [What is GSB? What is the name of my WebEx backup site?](#)
- Q. [Is a WebEx backup site a separate site from the primary site?](#)
- Q. [Am I automatically redirected to my backup site when necessary?](#)
- Q. [What are some typical instances in which my meeting will be routed to my backup site?](#)
- Q. [What happens if the primary site fails during the meeting?](#)
- Q. [Can I access the meetings I scheduled on my primary site on my backup site?](#)
- Q. [Can I create a new user account on my backup site and use the account on my primary site?](#)
- Q. [Can I schedule a meeting on my backup site and start the meeting on my primary site?](#)
- Q. [When will maintenance be performed?](#)
- Q. [How do I know if I am on my backup site?](#)
- Q. [How often is my primary site backed up? During what hours is the site backed up?](#)
- Q. [Can I use my backup site even if my primary site is NOT down?](#)
- Q. [When I use my backup site, does it access information on my primary site?](#)
- Q. [Is the XML API supported on my backup site?](#)
- Q. [Is the Client API \(SDK\) supported on my backup site?](#)
- Q. [Is my branding and customization information available on my backup site?](#)
- Q. [Are my customized pages available on my backup site?](#)
- Q. [How is my backup site usage tracked?](#)
- Q. [Will the teleconference number change if I am routed to my backup site from my primary site?](#)

General Questions

Q. What is GSB? What is the name of my WebEx backup site?

A. GSB stands for Global Site Backup. WebEx's Global Site Backup (GSB) system ensures that you experience business continuation even in a disaster situation. Additional benefits include full redundancy for maintenance windows or other system outages. GSB provides each customer with a backup WebEx site. The GSB system provides real-time, two-way database data synchronization between the primary site and the backup site. All customers are supported with GSB.

Q. Is a WebEx backup site a separate site from the primary site?

A. Yes, a backup site is a separate site from the primary site. WebEx hosts the backup site on a different system and at a separate geographic location from the primary site.

Q. Am I automatically redirected to my backup site when necessary?

A. Yes, the GSB system automatically redirects you to your backup site in the event of the entire meeting system failure. If you started a meeting on your primary site and your primary site fails due to a whole system failure, you are automatically routed to the same scheduled meeting on your backup site. In case

of certain partial system failures, WebEx will manually switch your service to the GSB site.

Q. What are some typical instances in which my meeting will be routed to my backup site?

A. If the primary site fails before a scheduled meeting is started. The scheduled meeting is available on the backup site, since meeting data is synchronized real time between the primary and the backup site. Meetings you scheduled on the backup site will also be available when the primary site is back online again.

Q. What happens if the primary site fails during the meeting?

A. If the primary site fails due to a whole system failure during a meeting, everyone -- including the host and attendees -- is disconnected from the meeting. All meeting participants can rejoin the meeting using the primary site URL, and they are automatically routed to the backup site. If the meeting collaboration servers still function, you can continue the meeting on your primary site. However, you cannot start a new meeting on your primary site. You can start a new meeting only on your backup site until the services on your primary site are running again.

Q. Can I access the meetings I scheduled on my primary site on my backup site?

A. With the GSB system, user account and meeting information are synchronized in real-time and in two ways between the primary site and the backup site. You may access the meetings on your backup site only when your primary site is not available.

Q. Can I create a new user account on my backup site and use the account on my primary site?

A. Yes. A user account created on the backup site will be replicated to the primary site in real time.

Q. Can I schedule a meeting on my backup site and start the meeting on my primary site?

A. With the current GSB system, the answer is Yes. When you schedule a meeting on your backup site, that meeting is replicated to your primary site instantly. Any meetings that you schedule on the backup site do appear on your primary site.

Q. When will maintenance be performed?

A. Communication will be sent out for any maintenance ahead of time, and the work will be done in our standard maintenance windows (9PM – Midnight). During this time we will fail-over to the backup site, and then fail-back after the maintenance has been complete, and there should not be any impact to the availability of the service.

Q. How do I know if I am on my backup site?

A. With the GSB system your backup site looks exactly that same as your primary site. You can identify which site currently connected to by calling <http://mycompany.webex.com/mycompany/detectbackup.php>. If the URL reaches the primary site, it returns a "Primary" message. If it reaches the GSB site, it returns a "Backup" message.

Q. How often is my primary site backed up? During what hours is the site backed up?

With the GSB system, your site data are synchronized between the primary site and the backup site in real time and in a two-way fashion. If your primary site needs to be updated, WebEx performs the updates during the normal maintenance window from 9 p.m. (PST) to 12 a.m. (PST). These maintenance updates on the primary site are updated to the backup site instantly.

Q. Can I use my backup site even if my primary site is NOT down?

A. With the GSB system, you may access only one site, either the primary site if it is up, or the backup site in case the primary site is unavailable. The WebEx network automatically redirects the meeting requests to the backup site in case the primary meeting system is down.

Q. When I use my backup site, does it access information on my primary site?

A. Yes. When you start a meeting replicated from your primary site on the backup site, the meeting status (In Progress/Join Now) will also be displayed for the original meeting on the primary site. Attendees can join the meeting started on the backup site from the primary site.

Q. Is the XML API supported on my backup site?

A. The XML API is supported on your backup site with GSB. With GSB there is no need to modify your integration codes since the primary site and the backup site have the same URL.

Q. Is the Client API (SDK) supported on my backup site?

A. Compared with current RUN Site's support for API customers, the GSB API Support to partners offers many more features. The RUN sites only have user accounts and branding information, while GSB Sites have many more features supported as listed above. GSB also provides a way for API users to detect if they are accessing the backup site by calling <http://mycompany.webex.com/mycompany/detectbackup.php>. If the URL reaches the primary site, it returns a "Primary" message. If it reaches the GSB site, it returns a "Backup" message. RUN Sites did not provide any indication of Backup sites.

Q. Is my branding and customization information available on my backup site?

A. In the GSB system, user account and meeting information are synchronized in real-time and in two ways between the primary site and the backup site. The site branding information is replicated once a day from the primary to the backup site only. Branding updates made on the backup site are not available on the primary site.

Q. Are my customized pages available on my backup site?

A. Yes. The GSB replication system replicates all customized pages and client versions from the primary site to the backup site once a day. Customized pages and clients are usually available on the backup site after 24 hours.

Q. How is my backup site usage tracked?

A. WebEx merges backup site usage with your corresponding primary sites. Reports on your primary site contain both the primary site and backup site usage.

Q. Will the teleconference number change if I am routed to my backup site from my primary site?

A. No. You shall use the same teleconference number on your backup site as on your primary site.

Last updated July 9, 2008

POWERED BY
Cisco WebEx
Technology

© 1997–2013. Cisco and/or its affiliates. All rights reserved. www.webex.com
[Privacy Statement](#) | [Terms of Service](#)